1987 RIDEAU CANAL
LAND BASED USER STUDY

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APPENDIX I - Information requirements

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1.0 INTRODUCTION

1.1 Background

The Rideau Canal and the Trent-Severn Waterway are Ontario's two major waterway systems. Responsibility for these, and other waterways, was transferred to the Department of the Environment, Canadian Parks Service from the Ministry of Transport in 1971 in recognition of their increasing recreational use and heritage value.

The Canadian Parks Service's responsibilities in the management of the canals include:

- Encouraging public understanding and enjoyment of the heritage canals
- Protection of natural and heritage resources
- Planning for use and protection of the heritage canals

To meet these objectives, the Canadian Parks Service provides interpretation programs, services and facilities as required to maintain navigation routes, access and public safety, facilitates recreational use and enjoyment, and encourages the private development of compatible services and facilities while ensuring that the heritage character, original historic appearance and natural features of each system are maintained.

The Canadian Parks Service serves two distinct user populations along the length of the heritage canals: those who ply either system by boat and those who arrive by way of land. The boaters, or water-based users tend to use the two systems in a linear manner passing through a series of lockstations on a trip. Land-based users arriving by car, bicycle, or on foot tend not to visit as many lockstations on a single trip, quite often using only one or a specific group of adjacent stations.

The water-based users of the two systems were the subject of a comprehensive survey conducted during the 1986 operating season. This research was aimed at identifying the characteristics, site use patterns, service and facility needs and development preferences of boaters on the Rideau Canal and Trent-Severn Waterway. In addition, the survey of water-based users was designed to enable the development of attendance formulae to estimate the number of boaters using each system.

As no similar socio-economic information was available for the land-based population of visitors to the Rideau Canal and the Trent-Severn Waterway, the Canadian Parks Service commissioned Market Facts of Canada Limited to conduct a land based user study during the 1987 peak season. The 1987 survey was designed to establish a land-based user data base, which in conjunction with the water-based user data base, would provide input to the Canadian Parks Service decisions concerning management of the Heritage Canals. These management issues are summarized below and are presented more extensively in Appendix I.

1. Management planning
2. Carrying capacity
3. VAMP (visitor activity management process)
4. Canadian Parks Service's profile on the waterway
5. Water management
6. Houseboat and related issues
7. Social and economic impact
8. Natural resource use

The information which was available on land-based users of the Trent-Severn Waterway and/or the Rideau Canal was limited. A number of lock station specific surveys had been conducted along the Trent-Severn and the Rideau. In 1982, attendance estimating procedures were developed for lock stations along the Trent-Severn Waterway; however, these procedures needed to be verified or updated. No such procedures were in place for the Rideau. Thus, the required research had to be comprehensive in scope. The need to address management and operational issues applicable to a selection of lock stations placed an additional requirement on the research that it also provide the means to address lock specific questions.

1.2 Objectives

The objectives of the land-based visitor survey were as follows:

1a) The development of field procedures and formulae for estimating the number of day land-based users in total, and by type i.e. entrants, visitors and visitor-users, at each of 25 lock stations along the Rideau Canal.

1b) The verification, and if necessary, readjustment of field procedures and formulae for estimating the number of day land-based users in total, and by type, at each of 38 lock stations along the Trent-Severn Waterway.

1c) The calculation of attendance figures for the 1987 peak season to determine the patterns of land-based visitor attendance by day type (weekend, weekday), lock station, and where possible, to utilize secondary sources (past attendance, future market/tourism conditions) to project future attendance levels.

2a) The development of land-based visitor profiles by user group type (sightseeing, picnicking, fishing, swimming, field sports, sunbathing, interpretation, museums, tour boat, nature observation, relaxing) in terms of visitor characteristics (age, sex, party composition, origin, etc.) and trip characteristics (mode of travel, trip type, etc.)

2b) The identification and analysis of site use patterns, activities, use of services and facilities and interpretation programs among user groups.

2c) An assessment of the levels of satisfaction among visitor groups with activities, services, facilities and interpretation programs provided at lock stations.

2d) An assessment of the level of satisfaction among visitors with ancillary services provided by the private sector (e.g. motels/hotels, restaurants, etc.).

2e) The identification of visitors' development preferences with respect to activities, services, facilities which could be provided by the Waterway/Canal and/or the private sector.

2f) Collection and analysis of visitor expenditure patterns to enable the Canadian Parks Service to assess the economic impact of the Waterway and Canal on local communities, and regions.

In addition to the above objectives of relevance to the whole of each system, additional information was collected at designated lock stations to address location specific issues such as parking lot capacity, washroom use and other particular requirements.

As such, the 1987 land-based visitor survey is comprised of three components:

1. Land-based visitor attendance estimating procedures and formulae (points 1a, 1b and 1c above).
2. Land-based visitor characteristics and use survey during the 1987 peak season (points 2a through 2f above).
3. Supplemental lock station specific issues survey.

1.3 Study methodology

The data presented in this report were obtained by distributing respondent-completion questionnaires to visitors at each of the lockstations along the Rideau Canal. Respondents were invited to complete their questionnaire and return it on-site either directly to the interviewer or to a box provided for that purpose. Alternatively, respondents had the option of mailing it back using a postage paid return envelope that was included with the questionnaire.

Qualified respondents were people 16 years of age or over who visited a lockstation on the Rideau Canal during the peak season June 26 to September 5 (Labour Day) 1987. Only land based visitors were interviewed and boaters were excluded in the screening stage. Only one randomly selected person was interviewed from a visitor party.

Respondents were sampled on-site at each lockstation on the Canal. Since each lockstation had a different physical configuration, a different intercept procedure was followed at each site. The different procedures, however, could be classified into three broad types:

1. Single controlled access

   If all visitors were expected to enter the site from one access route, interviewers were stationed at that point to intercept visitors as they passed by.

2. Multiple controlled access

   If visitors could enter from one of several controlled access routes, interviewers allocated their time to each such point. The time devoted to any one access point was proportionate to its volume of traffic.

3. No controlled access

   If no stationary position allowed interviewers to select from all visitors, a roving approach was adopted. Interviewers travelled through all areas of the lockstation along a specified route intercepting visitors on the way.

Visitors were intercepted on a "next available" basis, that is, as many people as possible were screened. In the same way, respondents in "special" groups such as French-speaking and those on bus tours, were intercepted giving them an equal chance of being a respondent as any other visitors to the lockstations.

The precise sampling procedures and intercept locations used at each individual lockstation can be obtained from the detailed "Interviewer Manual" provided under separate cover. Previous to any planning, reports from Revill and Whiting were reviewed and improvements made to their methodologies before being incorporated into the methodology for this study.

Based on prior estimates* of expected attendance levels, a fieldwork schedule was developed. The number of interviewing days spent at each lockstation were as follows:

	DAY TYPE	
	Weekday	Weekend/ holiday
Super primary	#	#
Ottawa	10	10
Primary		
Smiths Falls (Combined)	10	10
Jones Falls	7	7
Kingston Mills	6	6
Long Island	7	12
Merrickville	7	12
Newboro	6	12
Secondary	(11)	(11)
Hartwells	3	2
Hogs Back	2	2
Black Rapids	2	3
Narrows	2	2
Chaffey's	2	2
Tertiary	(17)	(18)
Burritts Rapids	2	1
Upper Nicholsons	1	1
Lower Nicholsons		
Clowes	1	2
Kilmarnock	2	1
Edmunds	1	2
Old Slys	1	2
Smiths Falls (Detached)	1	2
Poonamalie	1	1
Upper Beveridges	1	1
Lower Beveridges	1	1
Davis	1	2
Upper Brewers	2	1
Lower Brewers	2	1
Total	81	98

As can be noted from the above, an equal number of weekday and weekend days were sampled at each lockstation in so far as possible. At Long Island, Merrickville and Newboro, however, it was anticipated that the required number of placements would not be achieved using an equal split. Weekend days were therefore oversampled at these locks in order to increase the number of placements possible. The actual dates of the days spent at each lock station were chosen at random in order to provide as full a representation of the peak season as possible.

The following table illustrates by lockstation the outcome of fieldwork from contacts to placements and returns.

* These estimates are appended to this report (original source-M.F. proposal).

FIELDWORK LOG

Lock station	Total contacts	Refusals	Not 16+	Arrived by boat	Already interviewed	Language problem	Other	Booklets placed	Target for returns	Actual returns	% returning
Super primary											
Ottawa	1135	112	-	4	8	10	2	999	385*	482	48.2
Primary											
Smiths Falls (Combined)	201	23	-	7	4	-	-	167	100*	105	62.9
Jones Falls	242	1	-	-	-	-	-	241	100*	136	56.4
Kingston Mills	216	11	-	8	2	1	-	194	100*	113	58.2
Long Island	269	69	-	9	35	2	-	154	143	96	62.3
Merrickville	270	12	-	32	6	1	-	219	143 385*	128	58.4
Newboro	248	5	-	10	1	1	1	230	138	130	56.5
Secondary											
Hartwell's	99	21	-	-	6	-	-	72	36	47	65.3
Hogs Back	109	10	-	-	4	-	-	95	48	42	44.2
Black Rapids	104	10	-	-	2	2	-	90	48 170*	46	51.1
Narrows	89	12	1	13	1	-	2	60	44	28	46.7
Chaffey's	134	14	-	13	4	-	-	103	-	58	56.3
Tertiary											
Burritts Rapids	91	8	2	37	1	-	-	43	14	13	30.2
Upper Nicholsons	127	6	2	47	2	-	-	70	11	18	25.7
Lower Nicholsons									11		
Clowes	114	6	2	93	1	2	2	8	19	4	50.0
Kilmarnock	5	2	-	-	-	-	-	3	14	2	66.7
Edmunds	38	5	1	1	1	-	1	29	11	11	37.9
Old Slys	10	-	-	-	-	-	-	10	19 170*	10	100.0
Smiths Falls (Detached)	27	-	-	-	-	-	-	27	11	23	85.2
Poonamalie	37	-	-	12	3	3	-	19	11	11	57.9
Upper Beveridges	14	-	-	-	-	-	-	14	11	2	14.3
Lower Beveridges	34	-	1	4	-	-	-	29	11	16	55.2
Davis	40	6	-	-	1	-	-	33	19	20	60.6
Upper Brewers	67	2	1	-	2	-	-	62	14	33	53.2
Lower Brewers	7	-	-	-	-	-	-	7	11	7	100.0
Total	3727	335	10	290	84	22	8	2978	1410*	1581	53.1

* As per planning report

In the data analysis stage, all study results were weighted by lockstation attendance in order to provide a representative sample of overall Rideau visitation. The attendance figures were developed as a separate phase of this study, full details of which have been reported under separate cover. For reference purposes, however, the following weighting targets were used based on the attendance estimates developed:

	Target (% of actual attendance)	SAMPLE DISTRIBUTION Unweighted	Weighted
Lock station	%	#	#
Ottawa	33.3889	482	529
Smiths Falls (C)	6.0810	105	97
Jones Falls	4.1435	136	66
Kingston Mills	4.0087	113	63
Long Island	1.5271	96	24
Merrickville	2.0927	128	33
Newboro	0.7883	130	13
Hartwells	20.2157	47	320
Hogs Back	11.5840	42	183
Black Rapids	1.7226	46	27
Narrows	1.4718	28	23
Chaffey's	2.2059	58	35
Burritts Rapids	1.1365	13	18
Nicholsons	1.2083	18	19
Clowes	0.2655	4	4
Kilmarnock	0.2990	2	5
Edmunds	0.5345	11	8
Old Slys	1.1113	10	18
Smiths Falls (D)	1.6831	23	27
Poonamalie	1.4904	11	24
Upper Beveridges	0.2683	2	4
Lower Beveridges	0.7794	16	12
Davis	0.3333	20	5
Upper Brewers	0.9227	33	15
Lower Brewers	0.7375	7	10
Total	100%	1581	1581
Day type			
Weekend (holidays)	56.1497	1057	695
Weekday	43.8503	524	886
Total	100%	1581	1581

A copy of the questionnaires used has been included as an appendix to this report.

As part of the original information requirements for this study, separate surveys were conducted at Chaffey's and Smiths Falls. These included:

Chaffey's:
- washroom and parking lot usage
- counts taken (no interviewing)

Smiths Falls
- counts of visitors by parking areas
- short intercept interviews re: trip characteristics

The results of these have been reported under separate cover.

1.4 Statistical notes

The tables throughout this report may not always add to 100% either because data have been rounded to the nearest percentage or because some questions accepted multiple responses. In other cases, the application of weights to correctly redistribute the sample by lock attendance may have caused minor fluctuation in base sizes and some column additions are affected by one percentage point.

Base sizes also fluctuate for two other reasons. Where it has been meaningful, data are percentaged on total respondents who answer or are reported. In other instances, subsamples are used as the base and it is important to note their description. The base sizes for sub breaks in the banners do not always add to the total due to a portion of respondents not answering the question. "No answers" have been suppressed in the percentaging, as is normal practice when respondent completed questionnaires are the method of data collection.

The study comprises two kinds of data bases:

1. information about the selected respondent which should be a direct reflection of that individual
2. information about the visitor party and its attitudes and opinion. It is expected the attitudes and opinions reflect a consensus of those in the visitor party.

As a guide, below are illustrations of the expected error range for various observed values:

	APPROXIMATE ERROR RANGE AT 95% LEVEL OF CONFIDENCE				
Observed value	N = 100	N = 300	N = 600	N = 1000	N = 1500
%	±	±	±	±	±
5 or 95	4.3	2.5	1.7	1.4	1.1
10 or 90	5.9	3.4	2.4	1.9	1.5
15 or 85	7.0	4.0	2.9	2.2	1.8
20 or 80	7.8	4.5	3.2	2.5	2.0
25 or 75	8.5	4.9	3.5	2.7	2.2
30 or 70	9.0	5.2	3.7	2.8	2.3
35 or 65	9.3	5.4	3.8	3.0	2.4
40 or 60	9.6	5.5	3.9	3.0	2.5
45 or 55	9.8	5.6	4.0	3.1	2.5
50	9.8	5.7	4.0	3.1	2.5

Note: N = Example sample sizes

Where small bases occur in tables the associated figures have been omitted as they are considered unstable. Tables that include multiple mentions also have been footnoted; when this occurs, individual answers within the table must not be added together.

In a number of tables, statistical means have been calculated; these have been derived in one of two ways. For example, in Section 1 Question 14a is a four point rating scale; each point has been weighted by the value shown below:

Very enjoyable	X 4
Somewhat enjoyable	X 3
Not very enjoyable	X 2
Not at all enjoyable	X 1

On the other hand, Section 1 Question 5a, for example, accepted an absolute number for "number of people in immediate travel party party". The mean was calculated on the actual number given by all respondents answering.

In a number of tables through a report a "-" has been used to indicate 0; an "*" means less than 0.5% and is noted at the bottom of each table when used.

2.0 EXECUTIVE SUMMARY

2.1 Background

The Canadian Parks Service commissioned Market Facts of Canada Limited to conduct a survey of land-based visitors to the Rideau Canal during the 1987 peak season. The survey was designed to establish a land-based user data base, which in conjunction with the water-based user data base, collected during the 1986 operating season, would provide input to the Canadian Parks Service decision concerning management of the Canal.

The overall objectives of the land-based study were:

- to develop visitor profiles by user group in terms of visitor and trip characteristics
- to identify and analyse site use patterns, activities, use of services and facilities, including interpretation programs among user groups
- to assess the level of satisfaction with activities, services, facilities and interpretation programs provided at lockstations
- to assess the level of satisfaction with ancillary services provided by the private sector
- to identify land-based visitors development preferences with respect to activities, services and facilities which could be provided by the Canal and/or the private sector.
- to collect and analyse visitor expenditure patterns
- to create formulae for estimating the number of day land-based users in total, and by type at each lockstation along the Canal
- To calculate attendance figures for the 1987 peak season to determine the patterns of land based visitor attendance by day type lockstation and where possible to utilize secondary sources to project future attendance levels.

In addition, information was collected at designated lockstations to address location specific issues.

Wherever possible, the study objectives, collection and analysis of data and the language and presentation of results in this report follows that of the 1986 Rideau Canal Boater Study.

2.2 Description of methodology

A respondent-completion questionnaire in the form of a booklet was designed to meet the objectives.

Based on estimated attendance data target sample sizes were assigned to each lockstation on the Canal by day type. During selected time periods, interviewers intercepted visitors in designated areas on a next available basis. A short preplacement interview was conducted to ensure the following:

- that the visitor had not arrived at the lockstation on a boat
- that the visitor was at least sixteen years of age
- that they had not already participated in the study
- that, in the case of a group, a randomly selected visitor was asked to participate.

Respondents agreeing to participate were given a questionnaire booklet to complete. Booklets were returned on-site or returned by mail to Market Facts when completed.

Questionnaires were placed and completed between June 26th and September 5th inclusive.

In total, 1,581 questionnaires were processed and analysed. Overall the response rate was 53.1%.

Results in the main sample were weighted to reflect attendance estimates at the lockstations. It should be noted, however, that when references are made to characteristics of the secondary lockstations as a group the results are being influenced by the large proportion from **Hartwells** and **Hogs Back.** These two stations comprise 85.5% of the group and therefore results from these stations influence results reported for the entire group.

2.3 Survey findings

Just under one-half of total respondents were local residents, although the proportion of local vs. non-local land-based visitors varied considerably between lockstations. Ottawa Locks and Jones Falls recorded the highest levels of use by non-locals, while several other lockstations were visited mostly by local residents. Ottawa and the rest of Eastern Ontario are the areas from which most visitors are drawn.

In general, most visitors to lockstations were repeat users and had been there before. Hartwells and Hogs Back recorded very high levels of repeat visitation (by cyclists/students) while Ottawa Locks showed much lower levels, with a fairly equal split between repeat and first-time use. Most respondents had visited the canal previously, although Ottawa Locks again showed the lowest levels of previous use (58% vs. 79% overall). As far as trips to the canal are concerned, land-based visitors recorded an average of 10.4 trips in 1986, 11.2 in 1987 and predicted 11.7 trips for 1988.

Visits to most lockstations are family outings. With the major exceptions of Hartwells and Hogs Back, only a small proportion of land-based visitors to lockstations arrive alone and the visit to the lockstation is definitely a family outing. The average party size is 2.7 persons and most party members are under 50 years of age.

Land-based visitors are well educated and about half are employed in professional executive, and managerial positions.

Lockstation visits, with the notable exceptions of Jones Falls and Chaffeys, are planned by two-thirds of visitors on the same day. Approximately two-thirds of land-based visitors stay an hour or less at many canal lockstations once they get there, although considerably longer stays were recorded for several primary lockstations (including Jones Falls, Kingston Mills and others) and tertiary lockstations. On average, land-based visitors to the canal are away from home 3.2 nights. Their overnight accommodation is most likely in a hotel, motel or lodge. Lockstation visits were considered the only or main destination for the day for over 1/3 of canal visitors. With the exceptions of Hartwells and Hogs Back, the majority of respondents considered themselves to be lockstation visitors, and not just passing through or using the lockstation purely for access across the canal.

Meals, refreshments and accommodation are the main expenses incurred during a trip away from home which includes a visit to a lockstation. The average expenditure is $325 per party per trip.

Although visitors to a lockstation on the canal tend also to be visiting some other place during their trip most are not including another lockstation in their itinerary.

The facilities at lockstations which receive the most usage by land-based visitors are the walking paths, washrooms, garbage cans and picnic tables. While outdoor and indoor exhibits and displays are used less overall, approximately half of the visitors to Jones Falls and Kingston Mills lockstations where such facilities are available, are likely to have made use of one of these facilities.

As for services and facilities provided by private operators, restaurants receive heavy usage as do snack bars, museums and galleries.

The majority of land-based visitors to the Rideau Canal report watching the boats lock through. Sightseeing and walking/hiking are also popular activities, while looking at nature, cycling, picnicking and visiting historic features, museums and exhibits are popular at selected lockstations.

Regardless of the lockstation visited or the main reason for the visit, land-based users are very satisfied with the canal in general. Specifically, the staff, the lockstation grounds and the cleanliness of facilities received excellent satisfaction ratings. With most visitors describing their visit as very enjoyable, it is not surprising that most are planning to revisit the canal.

While land-based visitors indicated a high level of interest in knowing more about the history of the canal, lock operations and the nature and location of natural features along the canal, a low level of interest was shown for information about accommodation, outlets and marinas.

2.4. Summary of findings as they relate to the study objectives

In this summary results have been brought together as they apply to the specific objectives laid out in the planning report. It should be noted that the results reported here are an overview and deal with, for the most part, averages. For further details reference should be made to the appropriate section of this report.

Objectives 1a, 1b and 1c, which deal with the calculation of lockstation attendance figures for the 1987 peak season and field procedures and formulae for estimating the number of day land-based users of the Rideau Canal are addressed under separate cover.

Objective 2a

The development of land-based visitor profiles by user group type (sightseeing, picnicking, fishing, swimming, field sports, sunbathing, interpretation, museums, tour boat, nature observation, relaxing) in terms of visitor characteristics (age, sex, party composition, origin, etc.) and trip characteristics (mode of travel, trip type, etc.)

As a background to this objective, general demographic and trip characteristics of survey respondents are summarized below. This is followed by a profile of the characteristics of visitors within each main visitor activity group.

Respondent demography and other characteristics

- Of all land-based visitors to the Rideau Canal, almost half are less than 35 years of age.
- Six out of ten visitors have attended college or university, while only about one-quarter have a high school education or less. Visitors on longer trips reportedly are better educated overall.
- Almost half of respondents were professionals or in executive/managerial positions. Students tended to be local residents, and formed over one-third of Hartwell's lockstation respondents.
- Over one-third of respondents reported their 1986 household income to be over $50,000.
- The majority of respondents speak English at home.
- Just under half of respondents lived within a 15 minute drive of the lockstation they were visiting; of these the majority lived there year round. At Jones Falls and Ottawa Locks the proportion of local visitors was much smaller; at Hartwells and Hogs Back the proportion of locals was much higher.
- Museums, followed by provincial parks and conservation areas, were the most popular places visited in the past twelve months. This was especially true among visitors to the secondary and tertiary lockstations.
- Almost one-third of respondents were visiting the lockstation for the first time; one-half were visiting it for at least the second time. The proportion of first visits was highest at the Ottawa Locks.

- Most visitors had been to a lockstation on the Rideau before and about one-third had visited the Trent-Severn Waterway. Visitors to Jones Falls and most secondary and tertiary stations were the most likely to have visited the canal before while visitors to Ottawa Locks, and to a lesser degree, Smiths Falls were the least likely.

Party characteristics

- Average party size was 2.7. Visiting parties to Jones Falls averaged 3.4 persons the largest among party size reported.
- One-quarter of respondents were at the lockstation by themselves with much higher single parties recorded at Hartwells and Hogs Back. Visitors on day trips were most likely to be by themselves. The same could be said for locals.
- Almost half of all respondents were visiting the lockstation with family members only as opposed to those with friends or alone. Three-quarters of those on trips over 7 nights were with family only.
- One-half of all visitor party members are male. About one-fifth of all visitors were under 18 years of age and one-quarter were 50 or older.
- One-third of visitors came from the Ottawa area, and about half as many from the rest of Eastern Ontario. Those from the Ottawa area were most likely to be on day trips and be local visitors. Among secondary lock visitors, over half came from the Ottawa area while Kingston Mills tended to draw visitors from other parts of Eastern Ontario.

Trip characteristics

- A car, truck or van was the main form of transportation used by about half of visitors to the lockstations. Those arriving on foot and by bicycle each account for two-fifths of all visitors. Bicycles were used by a majority of visitors to Hartwells (69%), and significant numbers at Ottawa Locks and Hogs Back, while visitors arriving on foot were significant at Ottawa Locks, Smiths Falls, Hartwells and particularly Hogs Back (56%) lockstations.
- Average length of trip was 3.2 nights. Almost two-thirds of respondents did not stay away from home overnight. Those visiting the Ottawa lockstation reported an average of 6.0 nights away from home.
- Of those requiring overnight accommodation, over half used hotels/motels/lodges. Seasonal cottages (owned by self, friend or relative) were used by about one-quarter. Hotels, motels and lodges were especially popular among those visiting Ottawa Locks and Smiths Falls.
- Most visitors did not plan to visit any other lockstations during their current trip. Visitors to Jones Falls were most likely to be visiting other lockstations on that trip while visitors to Ottawa Locks were least likely.

- Most respondents stopped somewhere in the lockstation during their visit; those visiting Hartwells and Smiths Falls were least likely. With the exception of Hartwells and Hogs Back the majority considered themselves to be lockstation visitors and not just passing through.

- Over two-thirds of visitors made the decision to see the lockstation on the same day as their visit. Picnickers planned ahead more so than did boat watchers.

- The lockstation was the main or only destination that day for over one-third of canal visitors. Those visiting Ottawa were by far the most likely to also be going somewhere else during their trip.

- Just over half of the visits reported were made on weekdays with Hartwells receiving over 70% weekend visitation.

- The main activity engaged in by lockstation visitors was "watching boats go through the locks," with "sightseeing", "walking/hiking" and "cycling" (Ottawa Reach) also being popular. Highlights at specific stations included boat watching at Jones Falls and Smiths Falls; cycling at Hartwells; picnicking at some primary lockstations; walking/hiking at Hogs Back and sightseeing and going on boat tours at Ottawa Locks.

- The most important reason for visiting a lockstation was "enjoying nature or a natural setting," particularly at Jones Falls, Kingston Mills and secondary lockstations. "Mental relaxation" and "visiting places that are important in history" were also popular reasons.

Visitor activity group summaries

NOTE: The user group types (called visitor activity groups in this report) identified and analysed for this study are:

Visitor Activity Groups	Main activities (although groups based on main activity, some multiple mentions were reported)
1. ACTIVE RECREATIONALISTS	- Cycling (90%), swimming (10%), scuba diving/snorkelling, field sports (both negligible).
2. PASSIVE RECREATIONALISTS	- Watching boats, going through through the locks (46%), picnicking (12%), walking or hiking (20%), sightseeing (26%), sunbathing (2%).
3. HERITAGE RESOURCE USERS	- Looking at nature (27%), visiting exhibits, museums, or attending an interpretive talk (17%), visiting historic features (17%), learning about the canal (41%), attending a special event or festival (7%), watching boats lock through (13%), sightseeing (7%).

Passive recreationalists while reported in total have also been separated into groups of particular interest, namely those watching boats going through the locks, sightseers and picnickers. Any variations which occur among these groups will be highlighted.

The following summaries bring together key characteristics of each of the user groups analysed. For each, only characteristics where the group is different from the total sample have been highlighted.

1. Active recreationalists

- Best educated of all visitor activity groups.
- Average party size 2.0 but also the group most likely to be at lockstation alone.
- One-half were from Ottawa area.
- Two-thirds were locals.
- Large proportion of this group considered themselves to be visiting the lockstation to enjoy nature and be physically active.
- Only a small proportion were there for the first time.
- Majority stay an hour or less.
- Majority arrived at the lockstation on a bicycle.
- Average of 2.2 nights away from home.
- Highest usage of boat rentals and snack bars in the area of the lockstation among all visitor groups.
- Little use made of souvenir or gift shps and hotels, motels and lodges.
- High proportion of students formed this group.

2. Passive recreationalists

- Average party size 2.7.
- Likely to be at station with family members.
- Less than a third from Ottawa area.
- 6 in 10 were non-locals.
- At lockstation to enjoy nature, historical settings among others.

- Average of 3.9 nights away from home.
- Most likely group to use gas stations.

3. Heritage resource users

- Average party size was 3.3.
- Likely to be at station with family members.
- Less than a third from the Ottawa area.
- Almost three-quarters non-locals.
- At the lockstation to enjoy nature, visit places that are important in history and learn something new.
- A little more likely to do advance planning than other groups.
- Most likely group to use the indoor and outdoor exhibits and displays and information brochures at the lockstations.
- Prefer exhibits and display over other ways of presenting information; liked film/slide shows least.
- Average of 6.0 nights away from home.
- Used museums and galleries, souvenir and gift shops and guided walking tours provided by private operators to a greater extent than did other user groups.

Objective 2b

The identification and analysis of site use patterns/activities, use of services and facilities and interpretation programs among user groups.

Services and facilities used at lockstation

- Walking paths were used by over two-thirds of visitors, and about a third used each of washrooms, garbage cans and picnic tables. Outdoor exhibits or displays were used by approximately half of the visitors to Jones Falls and Kingston Mills and about one-quarter of visitors on a canal-wide basis.
- Sightseers made the most use of the walking paths, and good use of outdoor and indoor exhibits and displays, information brochures and directional signs, compared to most other groups.
- Picnickers were the most likely to make use of washrooms, garbage cans, picnic tables and parking facilities at the lockstation.

- Boat watchers made good use of walking paths and washrooms, and were one of the largest groups using benches.

- While active recreationalists made good use of the walking paths, for the most part they made much less use of the other facilities at the stations.

- Heritage resource users were most likely to have used the indoor and outdoor displays as well as information brochures.

- Walking paths were popular especially among visitors to Jones Falls.

- Washrooms at Jones Falls received the most usage while Hartwells and Hogs Back reportedly had only one-quarter of visitors using.

- Picnic tables were widely used at several primary lockstations including Kingston Mills but less often by visitors to Ottawa Locks, Hartwells and Hogs Back.

- Outdoor exhibits and displays were most popular among visitors to Jones Falls and Kingston Mills. Information brochures were used by almost half of those visiting Jones Falls.

Activities participated in at lockstations

- The majority of visitors to the Rideau Canal watched the boats lock through. Visitors to the tertiary stations and Ottawa Locks were least likely to do this although participation is still very high. Passive recreationalists were the most likely and active recreationalists the least likely of all the user groups to have watched the boats lock through.

- About half of all visitors considered themselves to be sightseeing during their visit to the lockstation. Sightseeing was especially popular among visitors to the Ottawa Locks and Jones Falls. Locals and those on day trips were least likely to report sightseeing and those on trips of over seven nights were most likely. Less than a third of visitors to the secondary and tertiary lockstations mentioned sightseeing.

- Walking/hiking was reported by about one-half of all respondents. Jones Falls tended to have more of these visitors than did most other stations.

- Kingston Mills was the best location for being with friends and relatives as well as learning about the canal.

- Visitors to Ottawa Locks were the most likely to be visiting exhibits, museums or attending interpretive talks. While fishermen and those on picnics were unlikely to be visiting such attractions, heritage resource users understandably did.

- Kingston Mills and the tertiary lockstations were among the most popular ones for picnicking.

Services and facilities used away from the lockstation

- More than one-third of all respondents ate at a restaurant in the area during their visit to the lockstation. However, among visitors to Ottawa this proportion was over one-half of respondents while at the secondary stations it was less than one-quarter. Those on trips of at least one night were the most likely and, not unexpectedly, locals the least likely to make use of a restaurant close to the lockstation.

- In general, snack bars were frequented by just over a quarter of all visitors while half of Jones Falls visitors ate at a snack bar. About half of visitors to Ottawa Locks visited museums and galleries in the area, an activity reported by only one-quarter of the total sample.

- Souvenir and gift shops used by less than a quarter of the total sample, were especially popular among those on longer trips. The same could be said for the use of hotels, motels and lodges.

- Each of gas stations, grocery or variety stores and boat tours were used by one-fifth of all visitors. Gas station usage was highest among those at Smiths Falls and Kingston Mills. Visitors to the latter station also made good use of the grocery and variety stores in the area. Boat tours around the Ottawa lock were popular.

Activities participated in away from the lockstation

- Away from the lockstation, sightseeing was the most popular activity in which visitors participated. Ottawa visitors reported this to a greater extent than did the others, especially those visiting the secondary stations.

- Walking and hiking was second in popularity followed closely by looking at nature and being with friends and relatives. Over one-half of Jones Falls' respondents mentioned looking at nature as an activity they participated in.

- Visiting sites and attractions and shopping in the area around the lockstation were not especially popular among those on day trips and locals but quite popular among visitors to the Ottawa lockstation.

- About one-quarter spent time learning about the canal during their visit.

- Jones Falls was the most likely area to find swimmers active and boat touring was mostly done around the Ottawa lockstation.

Objective 2c

An assessment of the levels of satisfaction among visitor groups with activities, services, facilities and interpretation programs provided at lock stations.

Satisfaction levels with services and facilities at lockstations

- For the most part, overall satisfaction with the activities, services and facilities provided at lockstations was very high. Virtually all respondents enjoyed their lockstation visits, most indicated their likelihood of visiting a Rideau Canal station again.

- There are, however, some small differences in satisfaction for specific attributes among the stations worth noting as illustrated in the following chart.

	Highest satisfaction level	Lowest satisfaction level
Highway/road direction	Jones Falls/Kingston Mills	Tertiary/Hartwells Locks
Quality of parking facilities	Tertiary lockstations	Ottawa Locks*
Availability of parking	Tertiary lockstations	Ottawa Locks*
Availability of benches	Ottawa*	Ottawa Locks*
Availability of facilities for the disabled	Jones Falls*	Hartwells/Hogs Back* tertiary lockstations

* Note: Stations which are not equipped with some services.

- Active recreationalists and picnickers were most likely to express dissatisfaction with the availability of facilities for the disabled.

Importance of services and facilities at lockstations

- Overall use of interpretive talks and demonstrations at lockstations was not high. This may be partly due to lack of awareness or availability at many stations, as visitors to lockstations like Jones Falls and Kingston Mills showed more interest in heritage type activities and features. Those visiting the Ottawa, Jones Falls and Kingston Mills stations, where interpretive talks and demonstrations are available, showed great interest in these activities as well as visiting historic features.

- Some of the more important services/facilities mentioned, in order of decreasing importance were: garbage cans, washrooms and walking paths, drinking water and benches, parking and on-site direction signs, and facilities for disabled, picnic tables and information brochures.

- Information brochures were considered to be the best way of presenting information about the canal with exhibits and displays next best.

- Respondents indicated that exhibits and displays were the best way of interpreting the heritage of the canal followed closely by talks, presentations, demonstrations and brochures.

- There is agreement among visitors that the Rideau Canal is one of the more important historic resources in Canada.
- Most respondents indicated a high level of interest in knowing more about canal history, lock operations and the nature and location of natural canal features.

Objective 2d

An assessment of the level of satisfaction among visitors with ancillary services provided by the private sector (e.g. motels/hotels, restaurants, etc.).

Evaluation of services and facilities provided by private operators

- The method of evaluation used was that respondents were asked to indicate whether they thought that there were too many, the right number or too few of each of the ancillary services provided by private operators.
- Based on the mean scores produced by the ratings, it was considered that there are about the right number of all the services and facilities provided by private operators near lockstations. The services and facilities, in order from "about the right number" towards "too few" are:

  Souvenir and gift shops
  Hotels, motels and lodges
  Gas stations
  Museums, galleries
  Recreation, sporting goods stores
  Restaurants
  Grocery, variety stores
  Boat rentals
  Movies, live theatre
  Camp grounds
  Snack bars

Objective 2e

The identification of visitors' development preferences with respect to activities, services and facilities which could be provided by the Canal or private sector.

Development preferences

- In an open ended question, few respondents could list at least one service or facility needed at the lockstations. However, among those that did record an answer the most popular suggestion was a restaurant or snack bar.
- In addition, visitors to the canal agree that it is the responsibility of the Rideau Canal to preserve the environment and the historic character of the waterway. On the other hand, they are not in total agreement that more variety is needed in the recreational and educational facilities.

Objective 2f

Collection and analysis of visitor expenditure patterns to enable the Canadian Parks Service to assess the economic impact of the Canal on local communities, and regions.

Trip expenditures

- On average, total trip expenditure for a party was about $325 per trip. Visitors to the tertiary stations and Ottawa Locks spent the most while those visiting Smiths Falls and the secondary stations recorded spending much less. Those on longer trips reported spending more.
- The most money was spent on "accommodation" and "meals and refreshments".
- About $25 per party was spent on gasoline during the trip.
- Visitors to Ottawa Locks spent about $40 per party in souvenirs during their trip compared with $8 spent by visitors to the tertiary stations. Overall, visitors spent about $24 per party on such items.
- Recreation and entertainment cost an average of $18 per party with the most being spent by visitors to Ottawa Locks and the least by those at Smiths Falls and the tertiary stations.

2.5 Additional information for designated lockstations

Ottawa Locks

- About one-third visited the Bytown Museum and just over one-quarter visited the Rideau Canal Builder Exhibit. The main reason for not attending was lack of time, as well as lack of awareness for the latter exhibit.
- Of the 4 suggestions listed, an outdoor exhibit to explain the locking procedure was reported to be the most important for enjoyment of lockstation visit followed by exhibits about the rest of the Rideau Canal, more information brochures and talks or guided tours about the locks and their operation.
- Majority of visitors had no complaints about the ease of reaching the station.
- Living in the area and a roadside view were the two major sources of awareness of the Ottawa lockstation.

Jones Falls lockstation

- Half visited the Visitor Centre and 4 in 10 visited the stone arch dam. The sales and information outlet received few visitors.
- The following are special features that could be provided at the lockstation, listed in descending order of importance (according to visitors to Jones Falls).

  Visitor Centre exhibits
  Defensible lockmaster's house
  More information brochures
  Blacksmith shop
  Interpretive staff in period costume
  Guided tours
  Rideau W.C.A. sales and information outlet

- Friends and relatives were the main source of awareness of Jones Falls lockstation followed closely by living in the area and previous trips to the area.
- Most visitors parked near Hotel Kenney either because it was the first place they came to or because it was closest to the area of the lockstation they wanted to visit. Satisfaction with the parking facilities was fairly high.
- The majority did not take a guided tour; half because they were not aware of them.

Kingston Mills lockstation

- Over one-third visited any of the visitor centre, blockhouse, R.W.C.A. outlet or theatre program at Kingston Mills lockstation.

- "Living in the area" is how about half of visitors knew about the station. Friends and relatives were the source for almost a third.

- The Lockmaster Anglin Visitor Centre, the Blockhouse and interpretive staff in period costume were at least somewhat important features making Kingston Mills an enjoyable lockstation to visit. On the other hand, the film program in the theatre and the Rideau W.C.A. sales and information outlet were less important.

- All 8 features suggested for the renovated visitor centre met with fairly high interest. In descending order of interest they are:

  Exhibits on the history of Kingston Mills lockstation

  A selection of information brochures

  Staff who provide information on the Rideau Canal

  Exhibits about other lockstations and highlights along the Rideau Canal

  Exhibits outlining the visitor services and facilities along the canal

  Films/slide shows about the heritage of the Rideau Canal

  Films/slide shows about Kingston Mills lockstation

  Films/slide shows highlighting the facilities, services and resources along the Rideau Canal

Smiths Falls (combined) lockstation

- Half of visitors used the trails and paths along the canal, visitor centre or the Rideau W.C.A. sales and information outlet.

- A third of visitors thought that a museum would add a lot of additional enjoyment to a visit to Smiths Falls; an outdoor exhibit was equally popular. The abandoned locks, improvements to the signs and exhibits and guided tours were of somewhat less interest.

- The following features that could be provided in a visitor centre or museum at Smiths Falls Combined lockstation were reported to be somewhat important. They are listed in order of preference.

  Exhibits about the history of Smiths Falls lockstation

  Information on the highlights, facilities and services along the Rideau Canal

  Exhibits showing how the locks work

Exhibits about the heritage resources of the Rideau Canal

Information on Eastern Ontario and other park and Canal sites

Personal contact with the staff

Films/slide shows abouit the Rideau Canal

Rideau W.C.A. sales and information outlet

- Most suggestions made in the questionnaire to increase the number of visitors to Smiths Falls met with some agreement. More parking close to the site was the least liked and improved directional signs was liked the best.

- The idea of a walking path linking Detached, Combined, Old Slys with each other and the Heritage House Museum was met with great interest.

- "Living in the area" was main source of awareness for visitors to Smiths Falls (Combined) lockstation.

- Over one-third of those who needed parking used the lockstation parking lot.

- Half have visited Smiths Falls (Detached) lockstation.

- Interest in guided tours, self-guided tours, an observation tour and a walking path into a wildlife watching area of the wetlands from Smiths Falls Detached lockstation was fairly high. Boat tours and canoe rentals were of interest to somewhat smaller groups.

3.0 SUMMARY OF FINDINGS - VISITOR PROFILE

3.1 Respondent characteristics

A specific person, aged sixteen years or older, was randomly selected in each visitor party to complete the study questionnaire. An aggregation of these people provides a general demographic profile of those using the lockstations along the canal.

A review of the data indicates that most of the respondent characteristics measured vary by duration of trip but not by visitor origin. These variations will be highlighted where they occur.

3.1.1 Sex and age

Slightly over half (56%) of the respondents completing questionnaires are male.

The age of respondents split almost equally into thirds with 34% aged 16 to 34, 33% aged 35 to 49, and a total of 33% aged 50 and over.

Those respondents on trips of 7 nights or longer were less likely to be in the youngest age category (21% aged 16 to 34) than those on trips of shorter duration (37% of those on day trips were in this category and 33% of those on trips of 1 to 7 nights).

Non-local visitors also tended to be older with only 29% in the youngest age category versus 37% among local residents.

TABLE 1

RESPONDENT CHARACTERISTICS

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581** **%**	1008 %	364 %	176 %	739 %	761 %
Sex						
Male	**56**	57	54	57	54	58
Female	**44**	43	46	43	46	42
Age						
16 to 34	**34**	37	33	21	37	29
35 to 49	**33**	32	34	39	29	36
50 to 64	**23**] 33	20] 30	25] 34	29] 40	22] 33	24] 35
65 and over	**10**]	10]	9]	11]	11]	11]
Average age+	**42**	42	43	46	42	44

(Reference: Tabular Report - Table 140-141
Questionnaire - S4, Qu.1-2)
(Cross Reference: Tables 50 & 100)

+ Averages based on weighting those 16 to 17 as 16.5, 18 to 34 as 26, 35 to 49 as 42, 50 to 64 as 37 and 65 plus as 67

3.1.2 Education and occupation

In terms of educational background, the level of college and university training in this sample is well above the national average; a total of 62% had attended college or university.

This figure was significantly higher among respondents on longer trips (73% as compared to 62% of those on day trips and 59% of those on trips of 1 to 7 nights).

In line with academic achievement is the distribution of respondent occupation, wherein 45% of the sample was professional or managerial.

The proportion of those in the professional or managerial category appeared to be a function of the length of trip the respondent was on, with the lowest incidence found among day trip visitors (43%) and the highest among those on trips of 7 nights or more (52%).

It should be noted that while the overall average proportion of students visiting the canal was 15%, the proportions visiting Hartwells lockstation and the Ottawa Reach in general were much higher (37% and 28% respectively).

TABLE 2

RESPONDENT CHARACTERISTICS

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Level of education						
High school or less	**24**	25	27	21	24	26
CEGEP/college/technical/ trade school	**13**	14	15	6	13	13
College/university	**36] 62**	36] 62	33] 59	42] 73	36] 63	36] 60
Post graduate studies	**26**	26	26	31	27	24
Occupation						
Professional	**30] 45**	28] 43	33] 48	32] 52	27] 43	31] 46
Executive/managerial	**15**	15	15	20	16	15
Other white collar	**11**	10	11	10	12	10
Blue collar	**8**	7	10	5	6	10
Homemaker	**8**	7	8	10	6	9
Student	**15**	19	9	7	21	9
Retired	**12**	12	14	13	11	15
Other	**2**	3	1	3	3	2

(Reference: Tabular Report - Table 142-143
Questionnaire - S4, Qu.3-4)
(Cross Reference: Tables 51 & 100)

3.1.3 Household income

Reported household incomes for 1986 also reflected the higher education and occupation levels of respondents as 36% were in the $50,000 or more category, well above the national average.

Again, duration of trip differentiated respondents as those on the longest trips had the highest proportion with incomes in the $50,000 or more category (43% vs. 35% and 34% in the two shorter trip categories).

TABLE 3

RESPONDENT CHARACTERISTICS

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
1986 household income						
Under $20,000	**18**	21	13	8	22	14
$20,000 to $29,999	**14**	14	17	14	12	16
$30,000 to $39,999	**16**	15	18	21	16	18
$40,000 to $49,999	**15**	15	17	14	16	15
$50,000 to 59,999	**14**] **36**	14] 35	13] 34	14] 43	12] 33	14] 37
$60,000 and over	**22**]	21]	21]	29]	21]	23]

(Reference: Tabular Report - Tables 145
Questionnaire - S4, Qu.5b)
(Cross Reference: Tables 52 & 102)

3.1.4 Language

Only a small portion of those visiting lockstations on the Rideau Canal reported languages other than English as the language they speak most often at home (6% mentioned French and 4% mentioned other languages). Later in this report (Section 3.2.4) it is reported that 33% of visitors to the Rideau were from Ottawa and area and 6% came from Quebec. While not all these respondents would have indicated that French was their first language it is difficult to estimate exactly what the proportion should be.

TABLE 4

RESPONDENT CHARACTERISTICS

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Language						
English	**90**	90	90	91	91	91
French	**6**	6	7	2	5	5
Other	**4**	4	3	7	4	4

(Reference: Tabular Report - Tables 144
Questionnaire - S4, Qu.5a)
(Cross Reference: Tables 53 & 103)

3.1.5 Recent experience in "special" areas

By way of gaining some insight into their interests, respondents were asked to indicate types of places they had visited in the past twelve months. The places were precoded.

Overall, only 9% of respondents had not visited any of the places listed. This figure was significantly higher among those on trips of 1 to 7 nights (16% as compared to 7% for those on shorter trips and 9% for those on longer trips) and for non-local residents (13% vs. 7% among local residents).

Most popular mentions of areas visited were museums (68%) and provincial parks (65%). Receiving the least mentions was the Trent-Severn Waterway (12%).

TABLE 5

AREAS VISITED IN PAST TWELVE MONTHS**

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Museum	**68**	69	64	71	70	66
Provincial park	**65**	68	55	65	67	62
Conservation park	**50**	54	41	48	53	46
Provincial historic site/park	**43**	41	42	54	40	45
National historic site/park	**38**	36	38	50	36	39
National park	**37**	39	32	41	37	35
Other heritage waterways	**16**	17	16	13	18	14
Trent-Severn Waterway	**12**	11	11	16	10	13
None of these	**9**	7	16	9	7	13
Don't know	**1**	1	2	*	*	1

** Multiple mentions
* Less than 0.5%

(Reference: Tabular Report - Table 147
Questionnaire - S4, Qu.6)
(Cross Reference: Table 54)

3.1.6 Previous lockstation experience (repeat vs. first time use)

Just under one third of respondents (31%) were visiting the lockstation for the very first time. When examined by trip type it can be further seen that those on trips of one night or more were more likely to be visiting a lockstation for the first time (53% of those on 1 to 7 night trips and 59% of those on longer trips). As might be expected, those not local to the area were much more likely to be on their first visit (50%), than those who were local (8%).

Conversely, those on day trips or local to the area were much more likely to be frequent visitors to the lockstation with 19% and 24% respectively mentioning they had visited 97 or more times. No more than 2% of respondents on longer trips or who are not local to the area were in this category.

In the following section (2.1.7) it was reported that on average a land-based visitor had been to a lockstation 10.4 times in 1986 and 11.2 times in 1987.

TABLE 6

NUMBER OF TIMES RESPONDENT EVER VISITED "THIS" LOCK STATION

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
1	**31**	17	53	59	8	50
2 to 4	**21**	16	30	26	13	29
5 to 9	**9**	10	10	5	11	8
10 to 19	**10**	13	4	4	14	6
20 to 49	**10**	14	3	2	18	4
50 to 96	**6**	9	1	3	12	1
97 or more	**13**	19	*	2	24	2
Mean+	**21.5**	30.9	3.6	6.2	38.4	6.1

+ Mean based on actual number

(Reference: Tabular Report - Table 17
Questionnaire - S1, Qu.6)
(Cross Reference: Tables 55 & 112)

3.1.7 Previous canal experience (repeat vs. first time use)

Overall, 79% of respondents had visited the Rideau Canal before their current trip. Understandably this figure was significantly higher (97%) among local residents than among non-local residents (64%). Further, day trip visitors who are also largely local residents had much more previous experience than visitors on longer trips.

TABLE 7

EVER VISITED RIDEAU CANAL BEFORE

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Yes	**79**	93	55	49	97	64
No	**21**	7	45	51	3	36

(Reference: Tabular Report - Table 135
Questionnaire - S3, Qu.9a)
Cross Reference: Table 56)

Respondents also were asked whether they had ever visited the Trent-Severn Waterway. A much smaller proportion (34%) were able to say yes to this question.

No particular difference appeared when examining experience levels by duration of trip and visitor origin.

TABLE 8

EVER VISITED TRENT-SEVERN WATERWAY

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Yes	**34**	36	33	29	36	32
No	**66**	64	67	71	64	68

(Reference: Tabular Report - Table 136
Questionnaire - S3, Qu.9b)
Cross Reference: Table 57)

Detailed information also was collected for the actual frequency of use of the lock stations along the Rideau Canal for both the past and present, as well as future intentions. The data was collected by season and trip type.

Where respondents reported that they visited the canal more than 96 times per year their answers were repressed for analysis purposes. This procedure was followed for two reasons:

1. These visitors tend to be local residents who pass through the lock stations every day throughout the year. They do not represent normal visitor traffic. Further, they inflate the figures and may potentially cause an overrepresentation of traffic.

2. Provisions were not made in the questionnaire to accept answers over 2 digits. Any means calculated on high frequency use visitors would therefore not be accurate.

Respondents reported visiting lockstations along the canal an average of 10.4 times throughout 1986. This figure can be broken down by season where 2.8 visits were made before the peak season (June 26 to Labour Day), 5.5 during the peak season and 2.2 after the peak season.

The average number of visits made or planned in 1987 is 11.2. This increase from 1986 may be a result of the first time visitors to the canal who would have made no visits the previous year.

Intention to visit the canal in 1988 showed an increase from expected visits in 1987. The overall mean number of intended visits is 11.7. The increase is primarily in visits planned for before the peak season (an average of 3.7 visits in 1988 vs. 2.7 in 1987).

(Reference: Table 9A)

In all cases local residents and visitors on day trips had reported higher levels of use than non-locals and visitors on longer trips. Proximity to the system obviously has a strong impact on frequency of use as the average number of visits a year was at least six times higher for local residents compared to non-local residents. This difference was especially evident in pre and post peak season periods when visitors are less likely to travel.

Frequency of use was also analysed by trip type, that is whether people take or intend to take day trips, overnight trips, or trips of 2 nights or longer. Overall, the most frequently taken trips were day trips. In 1986, for instance, 9.6 of the 10.4 total trips were day outings.

Patterns of use examined by duration of trip and visitor origin are in line with expectations. Namely, those currently on day trips would generally continue to take day trips in the future, while those currently on longer trips also would continue to take longer trips. Furthermore, locals, who have primarily made day visits in the past, would continue to do so and non-locals would also maintain their past behaviour patterns.

(Reference: Table 9B)

TABLE 9A

AVERAGE NUMBER OF VISITS TO LOCK STATIONS BY SEASON AND YEAR**

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents answering less than 97 visits (100%)	**1488**	917	363	176	654	761
1986	**(10.4)**	(15.0)	(1.9)	(1.7)	(18.0)	(2.9)
Pre-June 26	**2.8**	4.1	0.4	0.4	4.9	0.7
June 26 to Labour Day	**5.5**	7.7	1.2	1.2	9.2	1.8
Post-Labour Day	**2.2**	3.3	0.3	0.2	3.9	0.5
Total respondents answering less than 97 visits (100%)	**1454**	886	363	175	627	755
1987	**(11.2)**	(16.0)	(3.0)	(3.8)	(19.8)	(3.9)
Pre-June 26	**2.7**	4.0	0.4	0.4	5.0	0.7
June 26 to Labour Day	**6.4**	8.8	2.2	3.2	10.9	2.8
Post-Labour Day	**2.1**	3.2	0.3	0.1	3.9	0.5
Total respondents answering less than 97 visits (100%)	**1478**	912	363	173	645	760
1988	**(11.7)**	(16.8)	(2.2)	(1.8)	(19.8)	(3.6)
Pre-June 26	**3.7**	5.4	0.4	0.5	6.6	0.9
June 26 to Labour Day	**5.8**	8.2	1.5	1.1	9.4	2.2
Post-Labour Day	**2.2**	3.3	0.4	0.2	3.8	0.6

** Mean scores based on actuals

(Reference: Tabular Report - Table 68 and 68A
Questionnaire - S3, Qu.1)
(Cross Reference: Table 58A)

TABLE 9B

AVERAGE NUMBER OF VISITS TO LOCK STATIONS BY TRIP TYPE AND YEAR**

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents answering less than 97 visits (100%)	**1488**	917	363	176	654	761
1986	**(10.4)**	(15.0)	(1.9)	(1.7)	(18.0)	(2.9)
Day outing	**9.6**	14.2	1.0	0.9	17.0	2.3
Overnight trip	**0.3**	0.3	0.3	0.1	0.4	0.2
Trip of 2 nights or longer	**0.3**	0.1	0.5	0.8	0.2	0.4
Total respondents answering less than 97 visits (100%)	**1454**	886	363	175	627	755
1987	**(11.2)**	(16.0)	(3.0)	(3.8)	(19.8)	(3.9)
Day outing	**9.9**	15.3	1.0	1.1	18.7	2.6
Overnight trip	**0.3**	0.2	0.4	0.2	0.3	0.3
Trip of 2 nights or longer	**0.7**	0.1	1.3	2.5	0.5	0.9
Total respondents answering less than 97 visits (100%)	**1478**	912	363	173	645	760
1988	**(11.7)**	(16.8)	(2.2)	(1.8)	(19.8)	(3.6)
Day outing	**10.5**	15.7	0.7	0.9	18.4	2.6
Overnight trip	**0.4**	0.4	0.4	0.2	0.5	0.3
Trip of 2 nights or longer	**0.4**	0.2	1.0	0.7	0.2	0.7

** Mean scores based on actuals

(Reference: Tabular Report - Table 68 and 68A
Questionnaire - S3, Qu.2)
(Cross Reference: Table 58B)

3.2 Visitor party characteristics

A series of questions were asked about the visitor party of which the respondent was a part, to determine the characteristics of visitor parties to the canal.

3.2.1 Party size

The average number of people in a party was 2.7 overall. This figure was significantly higher among those on trips of at least one night and those not local to the area. These differences can be accounted for by the high proportion of visitors travelling alone (i.e. one person in the visitor party) among day trip visitors (37%) versus those on overnight trips (13% in the 1 to 7 nights category, and 10% in the over 7 nights category), and the high proportion of individual travellers among local visitors (40%) versus non-local visitors (16%).

TABLE 10

NUMBER OF PEOPLE IN VISITOR PARTY

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
One	**28**	37	13	10	40	16
Two	**36**	31	50	40	31	43
Three	**11**	11	11	14	11	11
Four	**14**	12	15	19	8	18
Five	**4**	3	5	11	3	6
Six or more	**6**	6	6	7	7	6
+Average number	**2.7**	2.5	3.1	3.1	2.6	2.8

+ Average based on actuals

(Reference: Tabular Report - Table 10
Questionnaire - S1, Qu.5a)
(Cross Reference: Table 59 & 104)

3.2.2 Party composition

Almost half of those respondents (48%) visiting lockstations were visiting with their families only. The second largest group were those visiting on their own (28%), and, as outlined above, were largely those on day trips or those local to the area.

TABLE 11

PARTY COMPOSITION

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Alone	**28**	37	13	10	40	15
With family only	**48**	39	60	73	38	58
With friends only	**15**	15	20	9	14	17
With both family and friends	**9**	9	8	9	9	9
All others	*****	*	*	-	*	*

* Less than 0.5%

(Reference: Tabular Report - Table 12
Questionnaire - S1, Qu.5)
(Cross Reference: Tables 60 & 105)

3.2.3 Sex and age of party members

It was noted earlier that males were more likely to complete study questionnaires than females despite systematic sampling techniques. This is further evidenced by the fact that total visitor parties contain roughly equal proportions of males and females.

Age breakdowns are relatively consistent for both male and female party members.

In general, ages of total party members are quite similar to those proportions reported for the respondent, that is roughly equally split between those less than 35, 35 to 49 and 50 and over. The one exception for party members is the allowance for children under 16 who did not qualify as respondents for this study.

TABLE 12

SEX AND AGE OF PARTY MEMBERS

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total party members (100%)	**4270**	2592	1043	545	1906	2177
	%	%	%	%	%	%
Male	**(49)**	(50)	(49)	(48)	(50)	(49)
11 years or younger	**7**	7	5	8	6	7
12 to 17	**3] 22**	4] 25	3] 20	4] 21	3] 24	3] 20
18 to 34	**12**	14	12	9	15	10
35 to 49	**13**	13	12	13	11	14
50 to 64	**10**	8	14	11	10	10
65 and older	**4**	5	4	4	4	5
Female	**(51)**	(50)	(52)	(52)	(50)	(51)
11 years or younger	**8**	9	4	7	10	6
12 to 17	**4] 25**	4] 27	4] 21	8] 24	4] 28	5] 23
18 to 34	**13**	14	13	9	14	12
35 to 49	**13**	12	13	14	10	14
50 to 64	**9**	7	12	10	9	9
65 and older	**5**	4	5	4	4	5

(Reference: Tabular Report - Table 11
Questionnaire - S1, Qu.5b)
(Cross Reference: Table 61)

3.2.4 Place of residence (origin)

The Ottawa area (33%) was the single largest location from which members of the visitor party were drawn, followed by Eastern Ontario. Proximity to and awareness of the Rideau Canal obviously are factors.

As would be expected these levels are significantly higher among those on day trips and, by definition, those local to the area.

Other important sources for lockstation visitors include Toronto (9%), and the U.S.A., with 8% from the states bordering the Great Lakes - St. Lawrence, and 7% from other parts of the country.

Southwestern Ontario (5%) and Western Canada (5%) also were mentioned suggesting there are potential markets to be developed within our own country. The incidence of visitors from outside of Canada and the U.S.A. (5%) also points to areas for further development.

TABLE 13

PLACE OF RESIDENCE

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total unique visitor residences (100%)	**1754**	1086	426	202	763	903
	%	%	%	%	%	%
Ottawa and environs	**33**	47	11	5	56	15
Eastern Ontario	**16**	21	10	3	21	12
Toronto and environs	**9**	6	14	12	5	11
Great Lakes States	**8**	2	18	17	1	14
Other U.S.A.	**7**	1	14	20	2	11
Southwestern Ontario	**5**	2	10	7	2	7
Western Canada	**5**	3	6	16	2	9
Other countries	**5**	3	5	12	3	7
Central Ontario	**3**	2	2	2	2	2
Montreal and environs	**3**	3	4	2	3	3
Hull and Western Quebec	**2**	3	2	-	2	2
Other Quebec	**1**	2	1	-	1	1

(Reference: Tabular Report - Table 16
Questionnaire - S1, Qu.5f)
(Cross Reference: Tables 62 & 106)

3.2.5 Place of residence relative to lockstation visited (local vs. non-local)

In total, 38% of respondents reported living year round within a 15 minute drive from the lockstation they visited. An additional 5% indicated they had a cottage or seasonal home within the vicinity described.

TABLE 14A

WHETHER LIVE WITHIN 15 MINUTE DRIVE OF LOCK STATION

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Yes	**(43)**	(62)	(4)	(7)	(78)	(9)
All year round	**38**	58	1	-	75	3
At a cottage or seasonal home	**5**	5	3	7	3	6
No	**(58)**	(38)	(96)	(93)	(22)	(91)

(Reference: Tabular Report - Table 13
Questionnaire - S1, Qu.5d)
Cross Reference: Tables 63A & 108)

The proportion of respondents who considered themselves "local" to the area (40% year round and 4% seasonal) mirrored the results reported previously for those living within a 15 minute drive of the lockstation.

TABLE 14B

WHETHER RESPONDENT CONSIDERS SELF LOCAL RESIDENT

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Yes	**(43)**	(64)	(3)	(5)	(79)	(9)
All year round	**40**	60	1	-	77	4
At a cottage or seasonal home	**4**	4	2	5	2	5
No	**(57)**	(36)	(97)	(95)	(21)	(91)

(Reference: Tabular Report - Table 14
Questionnaire - S1, Qu.5e)
(Cross Reference: Tables 63B & 107)

3.3 Lockstation visit

3.3.1 Visit type (main vs. only destination)

For 20% of the respondents, the lockstation visit was their only destination between leaving home and returning home. An additional 14% of respondents indicated the lock station was their main destination. The remaining 66% considered the lockstation neither their only or main destination.

Local residents and day trip visitors were much more likely to consider the lockstation visit their main or only destination as compared to non-local residents and visitors on longer trips. It is easily understandable that a longer trip could involve many different destinations.

TABLE 15

WHETHER OR NOT VISIT TO
LOCK STATION MAIN OR ONLY DESTINATION

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents stopping in lockstation (100%)	**1245**	744	303	168	552	637
	%	%	%	%	%	%
Only destination	**20**	27	10	5	29	12
Main destination	**14**	18	7	7	18	11
Neither only nor main destination	**66**	55	84	88	53	77

(Reference: Tabular Report - Table 45
Questionnaire - S1, Qu.15a and 15b)
(Cross Reference: Tables 64 & 113)

3.3.2 Weekday or weekend visit

In total, 56% of respondents were visiting lockstations during the week compared with 44% visiting on a weekend or holiday.

Those respondents who were visiting on a day trip or trip of over 7 nights were more likely to visit on a weekday (57% and 63% respectively) than those on a trip of 1 to 7 nights (51%).

TABLE 16

TIME OF WEEK VISIT OCCURRED

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Weekday	**56**	57	51	63	57	54
Weekend/holiday	**44**	43	49	37	43	46

(Reference: Tabular Report - Table 2
Questionnaire - S1, Qu.1)
(Cross Reference: Tables 65 & 114)

3.3.3 Whether visit part of organized tour

Only 1% of the sample population were visiting a lockstation as part of an organized tour. While this group is of interest their proportion is too small to analyse independently in this report.

TABLE 17

WHETHER VISIT PART OF ORGANIZED TOUR

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Yes	**1**	1	1	-	1	1
No	**99**	99	99	100	99	100

(Reference: Tabular Report - Table 3
Questionnaire - S1, Qu.2a)
(Cross Reference: Table 66)

3.3.4 Length of visit

Much of the time, visits to lockstations lasted no more than a half hour, with 43% of respondents falling into this category. Again this is largely a function of trip type and visitor origin with the majority of those on day trips (50%) and those local to the area (54%) falling into this category (compared to longer trips 29% and 31% and non-local visitors 30%).

TABLE 18

LENGTH OF VISIT

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
1 - 30 minutes	**43**	50	29	31	54	30
31 to 60 minutes	**25**	22	30	33	21	30
Over 1 hour up to 2 hours	**20**	18	25	22	15	25
Over 2 hours up to 4 hours	**9**	8	10	10	8	11
Over 4 hours	**3**	2	6	4	2	4
Average # of minutes+	**73**	60	103	83	92	141

+ Averages based on actuals

(Reference: Tabular Report - Table 18
Questionnaire - S1, Qu.7a)
(Cross Reference: Tables 67 & 115)

3.3.5 Nature of visit (visitor vs. entrant)

In total, 80% of respondents indicated that they "stopped in the lockstation" which, for our purposes differentiates "visitors" from "entries".

The proportion of "visitors" increases as the duration of the trip becomes longer with only 74% of day trip users indicating they had stopped in the lockstation compared to 86% of those on trips of 1 to 7 nights and 96% of those on trips of over 7 nights.

Further, non-local residents were more likely to stop in the lockstation (85%) than were local residents (75%).

TABLE 19A

WHETHER STOPPED ANYWHERE IN LOCK STATION

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Yes	**80**	74	86	96	75	85
No	**21**	26	14	4	25	15

(Reference: Tabular Report - Table 20
Questionnaire - S1, Qu.8)
(Cross Reference: Table 68A)

It is also worth noting that frequent users of the canal (6 or more times in 1987) are less likely to stop in a lockstation (71%) than those having used the canal once (84%) or 2 to 5 times (85%) during the year.

TABLE 19B

WHETHER STOPPED ANYWHERE IN LOCKSTATION

		1987 CANAL USE		
	Total	1 visit	2 to 5 visits	6 or more visits
Total respondents (100%)	1581	539	426	615
	%	%	%	%
Yes	80	84	85	71
No	21	16	15	29

(Reference: Tabular Report - Table 20
Questionnaire - S1, Qu.8)

Of those respondents who had stopped in the lockstation they were visiting, 75% considered themselves visitors to the lockstation while the remaining 25% felt they were passing through the lockstation to get from one point to another.

The proportion of those considering themselves visitors was higher among respondents on longer trips or who are not local to the area.

TABLE 19C

RESPONDENT CONSIDERS THEMSELF ...

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents stopping in lockstation (100%)	**1245**	744	303	168	552	637
	%	%	%	%	%	%
A visitor to lockstation	**75**	69	86	79	63	84
Passing through to get from one point to another	**25**	31	14	21	37	16

(Reference: Tabular Report - Table 46
Questionnaire - S1, Qu.16)
(Cross Reference: Table 68B)

3.3.6 Decision making time

In general, the decision to visit the lockstation was made just before the actual visit took place. That is, 42% of the respondents made their decision at the spur of the moment as they passed the lockstation, while 28% made their decision the same day as their visit and 15% the day before their visit.

While relatively few people planned to visit a lockstation more than 2 weeks before their actual visit (7%), those in this group tended to be on trips of 1 night or more (12% of those on trips of 1 to 7 nights, and 9% on trips of over 7 nights compared with 5% of those on day trips).

TABLE 20

WHEN DECISION WAS MADE TO VISIT LOCKSTATION

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents stopping in lockstation (100%)	**1245**	744	303	169	552	637
	%	%	%	%	%	%
Spur of the moment when passing by	**42**	41	44	46	40	43
Same day as visit	**28**	32	21	20	35	23
Day before visit	**15**	15	12	18	14	15
2 to 6 days before visit	**7**	6	8	5	5	8
1 to 2 weeks before visit	**1**	1	2	2	1	2
Over 2 weeks before visit	**7**	5	12	9	6	9
Don't know	*****	*	-	-	*	-

* Less than 0.5%

(Reference: Tabular Report - Table 21
Questionnaire - S1, Qu.9)
(Cross Reference: Tables 69 & 116)

3.3.7 Activities participated in

The most popular activity visitors to lockstations participated in was the watching of boats going through the locks (76%). The level of participation was generally consistent across all trip duration and visitor origin categories.

Other popular activities included sightseeing (48%), walking and hiking (46%), looking at nature (37%), and learning about the canal (34%). Each of these activities tended to be stronger among those on longer trips or those not local to the area.

In total, 30% of respondents indicated that they were visiting friends or relatives. This figure remained relatively constant regardless of trip length, but was significantly higher among those reporting they were not local to the area.

Visiting historic features and exhibits, museums and attending interpretive talks were also popular activities, but more so among visitors on longer trips or those not local to the area. Going on boat tours was another activity which fell into this general trend.

Activities such as picnicking, sunbathing, fishing, and swimming etc. were similar in that mentions of each were consistent among all visitors by trip type and origin.

As might be expected, cycling was generally quite popular (15%) but was predominantly mentioned by people on day trips or local to the area.

In total, 11% of respondents mentioned going on boat tours. It should be pointed out that the only significant tour boat operation on the canal is at the Ottawa Locks and that virtually all of these respondents were visitors to the Ottawa Locks.

(Reference: Table 21)

TABLE 21

ACTIVITIES TOOK PART IN DURING VISIT**

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents stopping in lockstation (100%)	**1245**	744	303	168	552	637
	%	%	%	%	%	%
Watching boats going through lock	**76**	78	76	72	75	77
Sightseeing	**48**	38	57	74	34	58
Walking/hiking	**46**	41	53	54	42	49
Looking at nature	**37**	36	37	42	35	39
Learning about the canal	**34**	24	48	50	20	47
Being with friends or relatives	**30**	28	32	31	28	34
Visiting historic features	**20**	15	29	28	12	26
Visiting exhibits, museums/attending interpretive talks	**18**	11	27	31	9	26
Picnicking	**16**	17	13	14	15	16
Going on boat tours	**11**	6	21	19	6	16
Cycling	**15**	21	5	9	25	8
Sunbathing	**6**	7	6	5	7	6
Fishing	**4**	4	2	4	3	4
Swimming	**3**	3	4	3	3	3
Attending a special event/festival	**2**	2	2	3	3	2
Field sports	**1**	*	1	2	1	*
Scuba diving/snorkeling	**1**	*	1	2	1	*
Shopping	*****	*	-	1	*	*
Other	**4**	5	3	*	5	3
None of the above	**1**	2	1	1	2	1

** Multiple mentions
* Less than 0.5%

(Reference: Tabular Report - Table 23
Questionnaire - S1, Qu.11)
(Cross Reference: Tables 70 & 99B)

3.3.8 Trip purpose

After indicating all activities they took part in during their lockstation visit respondents were asked to indicate which of the activities was the main reason for their visit. Some respondents, however, could not confine themselves to one item so multiple mentions were accepted.

The most popular mentions respondents gave for their main reasons for visiting the lock station were the same as those given for activities taken part in, albeit with less frequency as the previous question accepted more than one answer. As before, watching boats going through the locks (28%), sightseeing (16%) and walking/hiking (12%) were the responses given most frequently.

Another mention, which ranked higher as a main activity than as a general activity, was cycling (11%). It should be noted, however that cycling is known to be popular at a few of the northern area stations such as Hogs Back.

Some activities which ranked lower in main activity mentions than in general activity mentions, included learning about the canal, being with friends or relatives, looking at nature, visiting exhibits or museums, attending interpretive talks, and visiting historic features. The results indicate that many of these visitor services, while making a lock station visit more enjoyable, are not the main reason people visit the locks.

(Reference: Table 22)

TABLE 22

TRIP PURPOSE**

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents stopping in lockstation (100%)	**1245**	744	303	168	552	637
	%	%	%	%	%	%
Watching boats going through lock	**28**	26	31	34	24	33
Sightseeing	**16**	11	23	24	7	22
Walking/hiking	**12**	16	8	7	18	7
Cycling	**11**	15	1	9	20	4
Picnicking	**7**	10	5	3	8	7
Going on boat tours	**7**	4	12	12	5	10
Learning about the canal	**6**	4	6	10	3	8
Being with friends or relatives	**4**	5	4	2	5	4
Looking at nature	**4**	5	2	3	7	2
Visiting exhibits, museums/attending interpretive talks	**2**	2	3	3	2	3
Visiting historic features	**2**	2	3	4	2	3
Fishing	**1**	2	*	1	2	1
Swimming	**1**	1	2	1	2	1
Sunbathing	**1**	2	-	*	1	1
Attending a special event/festival	**1**	1	1	1	1	1
Shopping	*****	*	-	1	*	*
Other	**3**	4	3	1	4	3
None	**2**	2	1	1	3	1
Don't know	*****	-	*	-	-	*

** Multiple mentions
* Less than 0.5%

(Reference: Tabular Report - Table 24
Questionnaire - S1, Qu.12)
(Cross Reference: Table 71)

3.3.9 Lockstation services and facilities used during visit

Walking paths (70%) were the most frequently used facility at the lockstations. Figures reported were consistent across trip length and visitor origin.

The next most frequently used facilities were washrooms (37%), which understandably were mentioned more frequently by non-local respondents (43% vs. 31% for local respondents). Those on trips of over 7 nights were also more likely to use washrooms.

Other frequently mentioned facilities included garbage cans, picnic tables, parking facilities and benches. The only variations for these mentions were that non-local residents were more likely to use garbage cans, and visitors on day trips were more likely to use parking facilities.

The services provided at lockstations would not be used to the same degree as the facilities due to the more essential nature of the facilities provided. Those services, however, that were used by the greatest proportion of respondents included outdoor exhibits/displays, information brochures, indoor exhibit/displays, and on-site direction signs to facilities. Less frequently mentioned were interpretive talks or demonstrations, which are not available at all lockstations and only at certain times, and use of the Lockmaster's office.

For all the services outlined above, respondents on longer trips or those not local to the area were significantly more likely to have used the services than those on day trips or who were local residents.

The incidence of use of facilities for the disabled was quite low possibly because only about one-quarter of lockstations on the system provide such facilities.

Only 6% of respondents indicated they did not use any of the facilities listed.

(Reference: Table 23)

TABLE 23

LOCKSTATION SERVICES/FACILITIES USED DURING VISIT**

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents stopping in lockstation (100%)	**1245**	744	303	168	552	637
	%	%	%	%	%	%
Walking path	**70**	68	69	75	67	71
Washroom	**37**	35	37	47	31	43
Garbage can	**35**	34	37	36	32	39
Picnic table	**32**	33	29	34	31	35
Parking facilities	**29**	34	24	21	29	30
Bench	**29**	27	30	29	28	28
Outdoor exhibit/display	**26**	21	31	39	17	33
Information brochures	**24**	20	30	36	14	31
Indoor exhibit/display	**18**	14	22	24	12	22
On-site direction signs to facilities	**15**	11	21	26	7	23
Drinking water	**15**	15	12	19	16	14
Interpretive talk/demonstration	**6**	4	9	11	3	9
Lockmaster's office	**6**	5	10	4	4	7
Public telephone	**2**	1	3	2	1	2
Barbecue	**1**	2	2	-	2	1
Facilities for the disabled	**1**	*	1	*	1	*
None of the above	**6**	8	6	2	10	4

** Multiple mentions
* Less than 0.5%

(Reference: Tabular Report - Table 22
Questionnaire - S1, Qu.10)
(Cross Reference: Tables 72 & 117)

3.4 Evaluation of lockstation

A series of questions were presented for respondents to fill out based on their opinions about the lock station they were visiting on the day they received the placement booklet.

3.4.1 Satisfaction with specific attributes of lockstation

Each respondent was asked to indicate their level of satisfaction with various attributes relating to the lockstation, based on a 4-point scale where "4" means "very satisfied" and "1" means "not at all satisfied". Those attributes which were rated highest include:

	Mean score
Cleanliness of picnic areas	3.8
Appearance of lockstations, buildings and grounds	3.8
Ease of identifying canal staff	3.8
Helpfulness of canal staff	3.8

Virtually all of the remaining attributes also scored quite well as mean scores generally fell above 3.0. The only attribute given a score of less than 3.0 among all respondents was the "availability of facilities for the disabled" (2.9). While this is slightly lower than the other ratings it is understandable given the fact that only a portion of the lockstations actually have facilities for the disabled.

Variations in satisfaction levels by duration of trip were apparent with those on trips of over 7 nights rating certain necessary facilities lower than those on shorter trips. These facilities include washrooms, barbecues, visitor safety and parking facilities. The only variation by visitor origin was a higher rating for availability of parking by local visitors compared with non-local visitors.

(Reference: Table 24A)

When examined by length of trip, availability and quality of parking were rated noticeably lower by those on trips of over 7 nights compared with those on shorter trips.

(Reference: Table 24B)

TABLE 24A

LOCKSTATION SATISFACTION - SPECIFIC ATTRIBUTES

		Very satis-fied	Some-what satis-fied	Not very satis-fied	Not at all satis-fied	Not applic-able/ no opinion	Mean score+
(Scale)		(4)	(3)	(2)	(1)		
Total respondents stopping in lockstation (100%)							
Cleanliness of picnic areas	(1245)	67	11	1	*	22	**3.8**
Appearance of lockstations, buildings and grounds	(1245)	81	15	1	*	3	**3.8**
Ease of identifying canal staff	(1245)	67	11	2	1	19	**3.8**
Helpfulness of canal staff	(1245)	57	12	1	*	31	**3.8**
Condition of trails and walking paths	(1245)	64	19	1	*	16	**3.7**
Cleanliness of washrooms	(1245)	40	12	2	*	46	**3.7**
Facilities provided in washrooms	(1245)	40	13	2	1	45	**3.7**
Availability of picnic tables	(1245)	47	17	4	1	31	**3.6**
Visitor safety	(1245)	49	30	6	3	13	**3.4**
Availability of barbecues	(1245)	17	12	2	1	69	**3.4**
Quality of parking facilities	(1245)	34	15	3	4	44	**3.4**
Availability of parking	(1245)	34	15	5	5	40	**3.3**
Availability of benches	(1245)	35	28	9	5	22	**3.2**
Highway/road direction signs	(1245)	28	17	8	7	41	**3.1**
Availability of facilities for the disabled	(1245)	11	8	2	6	73	**2.9**

+ Based on a 4 point scale where "1" means "not at all satisfied" and "4" means "very satisfied"

* Less than 0.5%

(Reference: Tabular Report - Tables 25-39
Questionnaire - S1, Qu.13a)
(Cross Reference: Tables 73 & 118)

TABLE 24B

LOCKSTATION SATISFACTION - SPECIFIC ATTRIBUTES

(Mean scores+)

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents stopping in lockstation (100%)	**1245**	744	303	168	552	637
Cleanliness of picnic areas	**3.8**	3.8	3.9	3.8	3.8	3.9
Appearance of lockstations, buildings and grounds	**3.8**	3.8	3.9	3.8	3.8	3.8
Ease of identifying canal staff	**3.8**	3.8	3.8	3.6	3.8	3.8
Helpfulness of canal staff	**3.8**	3.8	3.8	3.8	3.8	3.8
Condition of trails and walking paths	**3.7**	3.7	3.8	3.8	3.7	3.8
Cleanliness of washrooms	**3.7**	3.7	3.7	3.6	3.7	3.7
Facilities provided in washrooms	**3.7**	3.7	3.7	3.5	3.7	3.6
Availability of picnic tables	**3.6**	3.6	3.6	3.6	3.6	3.6
Visitor safety	**3.4**	3.5	3.3	3.2	3.5	3.4
Availability of barbecues	**3.4**	3.5	3.5	3.2	3.4	3.4
Quality of parking facilities	**3.4**	3.5	3.2	3.0	3.5	3.4
Availability of parking	**3.3**	3.4	3.1	2.9	3.5	3.2
Availability of benches	**3.2**	3.2	3.2	3.2	3.2	3.2
Highway/road direction signs	**3.1**	3.1	3.3	3.0	3.1	3.2
Availability of facilities for the disabled	**2.9**	2.8	3.0	3.1	2.9	2.9

+ Based on a 4 point scale where "1" means "not at all satisfied" and "4" means "very satisfied"

(Reference: Tabular Report - Tables 25-39
Questionnaire - S1, Qu.13a)

3.4.2 Overall satisfaction with lockstation

Almost three-quarters of all respondents indicated they were very satisfied with the services and facilities provided at the lockstation they visited. While no difference appeared between local and non-local visitors, those visitors on trips of over 7 nights were less likely to be very satisfied (64%) than those on day trips (74%) or trips of 1 to 7 nights (79%).

TABLE 25

OVERALL SATISFACTION WITH LOCKSTATION

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents stopping in lockstation (100%)	**1245**	744	303	168	552	637
	%	%	%	%	%	%
Very satisfied	**74**	74	79	64	74	76
Somewhat satisfied	**25**	25	21	35	25	23
Not very satisfied	**1**	1	-	1	1	1
Not at all satisfied	*****	-	1	-	-	*
Mean score+	**3.7**	3.7	3.8	3.6	3.7	3.8

+ Based on a 4 point scale where "1" means "not at all satisfied" and "4" means "very satisfied"

* Less than 0.5%

(Reference: Tabular Report - Table 40
Questionnaire - S1, Qu.13b)
(Cross Reference; Table 74)

3.4.3 Enjoyability of visit to lockstation

In total, 81% of respondents found their visit to the lockstation very enjoyable. The remaining 19% indicated their visit was somewhat enjoyable. No significant differences were evident by duration of trip or visitor origin.

TABLE 26

ENJOYABILITY OF VISIT TO LOCKSTATION

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents stopping in lockstation (100%)	**1245**	744	303	168	552	637
	%	%	%	%	%	%
Very enjoyable	**81**	80	84	79	79	84
Somewhat enjoyable	**19**	20	16	21	21	16
Not very enjoyable	*	-	*	-	-	*
Not at all enjoyable	*	*	-	-	*	-
Mean score+	**3.8**	3.8	3.8	3.8	3.8	3.8

+ Based on a 4 point scale where "1" means "not at all enjoyable" and "4" means "very enjoyable"

* Less than 0.5%

(Reference: Tabular Report - Table 41
Questionnaire - S1, Qu.14a)
(Cross Reference: Table 75)

3.4.4 Likelihood of visiting this/other lockstation again

Overall, 68% of respondents indicated they would be very likely to visit the same lockstation or any other lockstation on the Rideau Canal again.

As might be expected likelihood of visiting again was largely a function of proximity. Those visitors on overnight trips, presumably residing too far away to make a day trip, were much less likely to visit again (compare a mean score of 3.8 for "day trippers" vs. 3.3 and 3.0 for the overnight trip visitors). Further, non-local residents were also less likely (3.4) than local residents (3.8) to visit again.

TABLE 27

LIKELIHOOD OF VISITING THIS/OTHER LOCKSTATION ON CANAL AGAIN

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local+
Total respondents stopping in lockstation (100%)	**1245**	744	303	168	552	637
	%	%	%	%	%	%
Very likely	**68**	81	53	41	84	57
Somewhat likely	**21**	15	31	31	13	27
Not very likely	**8**	4	13	19	2	13
Not at all likely	**2**	1	3	9	1	3
Don't know	*****	-	1	-	-	*
Mean score	**3.6**	3.8	3.3	3.0	3.8	3.4

+ Based on a 4 point scale where "1" means "not at all likely" and "4" means "very likely"

* Less than 0.5%

(Reference: Tabular Report - Table 42
Questionnaire - S1, Qu.14b)
(Cross Reference: Table 76)

3.5 Trip characteristics

3.5.1 Main form of transportation

Over half of all respondents were using a car, truck or van as their main form of transportation during their trip. Other popular forms of transportation were to travel by foot (21%) and bicycle (20%).

Local residents and those on day trips were more likely to use the latter two modes of transportation than were non-locals and those on longer trips.

TABLE 28

MAIN FORM OF TRANSPORTATION DURING TRIP

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Car/truck/van	**55**	46	69	76	40	71
On foot	**21**	23	21	8	25	14
Bicycle	**20**	28	4	8	32	10
Other	**5**	4	6	8	3	6

(Reference: Tabular Report - Table 47
Questionnaire - S2, Qu.1)
(Cross Reference: Tables 77 & 120)

3.5.2 Duration of trip

Almost two-thirds of respondents (65%) were on day trips and did not plan to spend any nights away from home during their trip. Another 24% were on overnight trips involving 1 to 7 nights away from home. In total, 11% of respondents were on trips of over 7 nights duration (6% on trips of 8 to 14 nights and 5% on trips of 15 or more nights). Overall, the average number of nights spent away from home was 3.2.

As might be expected, non-local residents, on average, spent more nights away from home during their trips (5.6) than did local residents (0.6).

TABLE 29

NUMBER OF NIGHTS SPENT AWAY FROM HOME ON TRIP

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
None	**65**	100	-	-	96	37
1 to 7	**24**	-	100	-	2	42
8 to 14	**6**	-	-	56	1	12
15 or more	**5**	-	-	44	1	9
Mean number of nights+	**3.2**	0	3.5	20.8	0.6	5.6

+ Means based on actuals

(Reference: Tabular Report - Table 48
Questionnaire - S2, Qu.2a)
(Cross Reference: Tables 78 & 121)

3.5.3 Accommodation

Those respondents staying away from home for 1 night or more were asked where they were staying during their trip. Over half (57%) reported they were staying in hotels, motels or lodges. Another 23% were staying in year round residences owned by family or friends. Campgrounds and trailer parks were mentioned by 16% of respondents. Some multiple mentions were given suggesting that respondents stay in more than one form of accommodation during any one trip.

Respondents on longer trips (over 7 nights) were more likely to stay at year round residences, campgrounds and seasonal cottages than were those on trips of 1 to 7 nights. Conversely, those on shorter trips were more likely to stay in hotels, motels or lodges.

TABLE 30

ACCOMMODATION DURING TRIP**

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents taking trip lasting one night or more (100%)	**573**	-	363	175	51⁺	482
	%	%	%	%	#	%
Hotel/motel/lodge	**57**	-	61	52	12	59
Year round residence (owned by family/friend)	**23**	-	18	33	12	21
Campground/trailer park	**16**	-	12	26	3	18
Seasonal cottage (owned by self/ family/friend)	**7**	-	4	12	5	7
University/college/residence	**4**	-	4	4	4	4
Rented cottage/cabin	**3**	-	3	4	2	3
Other	**2**	-	2	2	1	2

+ Note small base (includes 20 no answers)
** Multiple mentions

(Reference: Tabular Report - Table 49
Questionnaire - S2, Qu.2b)
(Cross Reference: Table 79 & 122)

3.5.4 Intra-canal use

The lockstation visitors sampled generally did not visit or plan to visit more than one lockstation on the canal during their current trip. In total, 81% of respondents were in this category. While the remaining respondents did plan to visit other lockstations, most (12%) only planned to visit one other.

No significant difference appeared for the number of lockstations planned to visit by duration of trip or visitor origin.

TABLE 31

NUMBER OF OTHER LOCKSTATIONS VISITED OR PLANNED ON TRIP

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
No others	**81**	81	79	79	83	80
1	**12**	12	12	13	11	12
2	**4**	4	4	4	3	4
3	**2**	2	2	3	1	3
4 or more	**1**	1	2	1	1	1

(Reference: Tabular Report - Table 50
Questionnaire - S2, Qu.3)
(Cross Refernce: Tables 80 & 123)

3.5.5 Services and facilities used away from lockstation

Food services were reported most frequently as services and facilities used in the area around the lockstations. These food services included restaurants (39%), and snack bars (29%), as well as grocery and variety stores (19%).

Other relatively high levels of usage were reported for museums and galleries (27%), souvenir and gift shops (22%), hotels, motels and lodges (21%), gas stations (19%) and boat tours (19%).

As might be expected, virtually all of the services and facilities offered by private operators are used to a greater extent by non-locals and those on longer trips. While those local to the area would no doubt use these services and facilities on a day to day basis, they would not be considered facilities used during the trip.

TABLE 32

SERVICES AND FACILITIES USED IN THE AREA SURROUNDING THE LOCKSTATION**

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Restaurants	**39**	23	60	60	24	50
Snack bars	**29**	25	30	38	24	33
Museums/galleries	**27**	15	39	48	11	37
Souvenir/gift shop	**22**	8	40	43	5	34
Hotels/motels/lodges	**21**	3	49	35	5	31
Gas stations	**19**	10	27	39	9	27
Grocery/variety store	**19**	12	26	33	10	25
Boat tours	**19**	9	33	27	10	25
Guided walking tours	**7**	3	10	19	5	9
Campground	**7**	5	7	14	4	9
Boat rental	**5**	3	4	9	4	5
Movie/live theatre	**4**	2	6	5	2	5
Recreational/sporting equipment shop	**3**	2	4	8	2	5
Picnic area	**2**	3	1	-	3	1
Other	**15**	18	12	9	21	9
None	**11**	18	2	2	21	5

** Multiple mentions

(Reference: Tabular Report - Table 52
Questionnaire - S2, Qu.4)
(Cross Reference: Tables 81 & 124)

3.5.6 Activities took part in away from lockstation

With the exception of watching boats locking through, the activities respondents took part in most frequently away from the lockstations were similar to those participated in at the lockstations. In both situations sightseeing, walking/hiking and looking at nature were the activiites mentioned most frequently by respondents. Being with friends and relatives was also a popular pastime both at and away from the lockstation.

Those differences that did emerge between activities at and away from the locks were conspicuously linked to the surroundings in each case. Perhaps the best example is the high incidence of shopping carried out away from the lockstation (33%).

In most cases, activities were participated in more by non-locals and visitors on longer trips than by locals or those on day trips. That is, of course, except for work mentions.

TABLE 33

ACTIVITIES TOOK PART IN AWAY FROM LOCKSTATION**

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Sightseeing	**52**	36	77	81	31	70
Walking/hiking	**45**	34	61	65	36	51
Looking at nature	**43**	37	50	59	35	50
Being with friends/relatives	**41**	35	45	60	33	48
Visiting sights and attractions	**33**	18	51	71	14	48
Shopping	**33**	14	58	75	15	49
Learning about the canal	**24**	18	30	38	15	31
Picnicking	**18**	15	16	40	15	22
Swimming	**16**	8	22	45	8	23
Boat tours	**15**	6	27	34	7	22
Sunbathing	**15**	10	18	32	10	19
Fishing	**9**	5	11	23	5	12
Camping	**7**	1	11	25	2	11
Work	**3**	5	*	-	6	-
Cycling	**3**	3	1	2	3	2
Water skiing	**2**	1	1	5	2	2
Field sports	**2**	2	1	3	2	1
Other	**6**	5	4	4	4	3
None	**2**	3	2	1	3	*

** Multiple mentions
* Less than 0.5%

(Reference: Tabular Report - Table 53
Questionnaire - S2, Qu.5)
(Cross Reference: Table 82)

3.5.7 Trip expenditures

Total trip expenditure information was collected by type of expenditure for each visitor party willing to provide the data. The items were broken down into seven distinct categories plus one "other" category. Expenditures accounted for both cash and credit card transactions.

The overall average expenditure per visitor party per trip was $324.98. The greatest proportion of this money was spent on accommodations (an overall average of $95.03 per visit party), as well as meals and refreshments (an average of $90.23 per visit party). The amounts spent in each of the other categories were roughly equal and ranged from about $26 for gasoline down to about $18 for recreation and entertainment.

In virtually all cases the amount of expenditures increased with the length of the trip. Insofar as visitor origin is related to trip length, it was further found that expenditures were higher for non-local residents. The overall average expenditures by duration of trip ranged from $95.92 for day trip visitors up to $1,157.11 for those on trips of over 7 nights. By visitor origin the range was from $188.18 for locals and $433.44 for non-locals.

(Reference: Table 34A)

An estimate of the average expenditures per person per day have been calculated by dividing the total dollars spent per party per trip by the reported average party size and average trip length (# nights away from home). In total, the average amount spent per person per day was $37.60. While those on day trips reported spending $3.84 each per day, those on a trip of up to a week in length spent $42.08 per day. The average amount spent per day per person was only $17.95 for those away from home over 7 nights due in part to the large number of nights spent away from home by these peole (20.8).

(Reference: Table 34B)

TABLE 34A

TOTAL TRIP EXPENDITURES BY TYPE

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents providing expenditure information (100%)	**1253**	758	322	153	540	650
	%	%	%	%	%	%
Meals and refreshments						
$0	**28**	42	7	3	49	9
$1 - $50	**44**	52	31	29	44	46
Over $50	**28**	16	62	68	7	44
Don't know	*****	*	1	1	*	1
Mean dollars+	**90.23**	28.43	124.58	315.97	54.24	119.25
Accommodation						
$0	**70**	96	26	33	94	50
$1 - $200	**18**	2	50	27	3	29
Over $200	**12**	2	24	40	3	21
Mean dollars+	**95.03**	17.06	162.54	340.98	44.10	138.59
Gasoline						
$0	**52**	67	29	18	72	36
$1 - $50	**38**	30	55	45	24	49
Over $50	**10**	3	16	37	4	15
Mean dollars+	**25.66**	7.98	31.61	98.42	8.73	33.91
Vehicle maintenance and repair						
$0	**95**	97	96	88	95	96
$1 - $50	**3**	3	2	5	4	3
Over $50	**2**	*	2	7	1	1
Mean dollars+	**23.04**	22.00	9.06	60.05	35.55	13.39
Transportation						
$0	**82**	90	75	57	88	76
$1 - $50	**13**	8	17	29	8	17
Over $50	**5**	2	8	14	4	7
Mean dollars+	**24.41**	4.36	18.24	138.60	22.69	27.32

TABLE 34A (cont'd)

TOTAL TRIP EXPENDITURES
BY TYPE

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents providing expenditure information (100%)	**1253**	758	322	153	540	650
	%	%	%	%	%	%
Recreation/entertainment						
$0	**74**	91	51	39	90	60
$1 - $50	**18**	8	33	30	9	26
Over $50	**8**	1	16	31	2	14
Mean dollars+	**18.37**	3.12	34.83	58.99	5.72	28.23
Souvenirs/gifts						
$0	**66**	86	41	27	89	48
$1 - $50	**24**	13	43	44	9	37
Over $50	**10**	1	16	29	2	16
Mean dollars+	**23.56**	9.57	35.59	66.76	9.87	35.41
Other expenses						
$0	**84**	91	73	73	92	78
$1 - $50	**11**	8	16	15	7	14
Over $50	**5**	1	11	12	1	8
Mean dollars+	**23.78**	3.40	40.10	77.34	7.28	37.34
TOTAL MEAN DOLLARS	**324.98**	95.92	456.55	1157.11	188.18	433.44

+ Means based on actual dollars
* Less than 0.5%

(Reference: Tabular Report - Tables 54-61
Questionnaire - S2, Qu.6a)
(Cross Reference: Table 83)

TABLE 34B

TRIP EXPENDITURES

	Average amount per party per trip	Average party size	Average trip length	Average amount per person per day
	$	#	#	$
Total	324.98	2.7	3.2	37.60
Duration of trip				
Day trip	95.92	2.5	0 (1)	3.84
1 to 7 nights	456.55	3.1	3.5	42.08
Over 7 nights	1157.11	3.1	20.8	17.95
Visitor origin				
Local	188.18	2.6	0.6 (1)	72.38
Non-local	433.44	2.8	5.6	27.64

(1) Indicates that for this calculation one day was used as the average trip length

Reference: Tabular Report - Tables 54-61
Questionnaire - S2, Qu.6a)

3.6 Evaluation of the canal

3.6.1 Lockstation services and facilities ever used

Most visitors to lockstations used walking paths at some time in the past (82%), as well as garbage cans (70%) and washrooms (65%). Picnic tables and benches were also reported to be well used (61% for each).

Services provided were also mentioned relatively frequently. Among them, brochures were mentioned most frequently (50%) while use of the Lockmaster's office and interpretive talks or demonstrations were again least used.

Generally, respondents on day trips and those local to the area had significantly higher levels of services and facilities use than those on longer trips and those who were not local. The exception to this was in the case of walking paths, information brochures, outdoor exhibit/display, on-site direction signs to facilities, and interpretive talks and demonstrations. In these instances usage levels were generally the same or lower for day trip and local visitors as compared to the other groups.

TABLE 35

LOCKSTATION SERVICES/FACILITIES EVER USED*

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Walking path	**82**	81	83	78	81	82
Garbage can	**70**	76	58	60	76	65
Washroom	**65**	69	55	61	68	63
Picnic table	**61**	70	43	46	73	51
Bench	**61**	64	53	57	65	58
Information brochures	**50**	50	48	59	48	51
Parking facilities	**48**	53	36	36	52	43
Outdoor exhibit/display	**47**	47	43	59	46	49
Drinking water	**46**	52	34	33	52	40
On-site direction signs to facilities	**38**	37	39	46	33	43
Indoor exhibit/display	**34**	33	36	32	35	33
Lockmaster's office	**19**	22	17	9	23	15
Interpretive talk/demonstration	**14**	12	18	19	11	17
Public telephone	**13**	16	8	7	17	9
Barbecue	**12**	16	8	3	18	7
Facilities for the disabled	**2**	2	1	1	3	1
None of the above	2	2	3	2	2	3

** Multiple mentions

(Reference: Tabular Report - Table 69
Questionnaire - 53, Qu.3d)
(Cross Reference: Table 84)

3.6.2 Importance of services and facilities at lockstations

In general, the facilities provided at lockstations were given the highest ratings of importance. In particular they include garbage cans (a mean rating score of 2.9 on a 3 point scale), washrooms (2.8), walking paths (2.8), drinking water (2.7), benches (2.7), parking facilities (2.6), and facilities for the disabled (2.5).

Of the services rated those considered to be of greatest importance at lockstations were the on-site direction signs to facilities (2.6), and information brochures (2.5).

Those services and facilities given the lowest importance ratings were interpretive talks or demonstrations (2.0), and barbecues (1.8).

(Reference: Table 36A)

Variations in importance ratings by trip length were apparent for many of the services provided at lockstations with visitors on longer trips generally rating services higher than those on day trips. The services considered more important among these groups include on-site direction signs, information brochures, outdoor and indoor exhibits and displays, and interpretive talks or demonstrations.

Also, non-local visitors gave higher importance ratings to the provision of washrooms, on-site direction signs and interpretive talks or demonstrations.

(Reference: Table 36B)

Respondents were given an opportunity on an open-ended basis to indicate any other services or facilities not available at lockstations that they would like to see made available. Of those who responded to this question, the most common response was for restaurants and snack bars (14%) followed by a desire for fencing and safety equipment (7%).

In total 48% of these respondents indicated there were no other services and facilities they would like to see made available. Numerous other possible services and facilities were mentioned by small groups of respondents. The following list gives an idea of the scope of their suggestions.

Playground for children/facilities for infants
Swimming facilities/lifeguards
Guided tours/trails/boat trips
Better road directions
Video arcade
Campgrounds
More docking/tie-up facilities
Facilities for the disabled
Signage for washrooms
Paddle boats/canoe rentals
Banking machines
Bicycle rentals
Souvenir/gift shops
Overnight facilities
Live theatre
Medical facilities

(Reference: Table 36C)

TABLE 36A

IMPORTANCE RATINGS FOR LOCKSTATIONS SERVICES/FACILITIES

Total respondents (100%)		Very important	Somewhat important	Not important	No opinion/ don't know	Mean score+
Garbage cans	(1581)	83	12	1	3	**2.9**
Washrooms	(1581)	82	14	3	2	**2.8**
Walking paths	(1581)	75	20	2	3	**2.8**
Drinking water	(1581)	73	19	4	4	**2.7**
Benches	(1581)	68	24	2	5	**2.7**
Parking facilities	(1581)	64	22	6	8	**2.6**
On-site direction signs to facilities	(1581)	60	26	7	7	**2.6**
Facilities for the disabled	(1581)	53	14	10	23	**2.5**
Picnic tables	(1581)	54	35	5	6	**2.5**
Information brochures	(1581)	50	36	7	8	**2.5**
Outdoor exhibits/ displays	(1581)	34	44	12	12	**2.3**
Public telephones	(1581)	37	35	17	12	**2.2**
Indoor exhibits/ displays	(1581)	25	46	16	13	**2.1**
Lockmaster's office	(1581)	26	31	19	24	**2.1**
Interpretive talk or demonstration	(1581)	22	42	20	15	**2.0**
Barbecues	(1581)	18	28	38	15	**1.8**

+ Based on a 3 point scale where "1" means "not important" and "3" means "very important"

(Reference: Tabular Report - Tables 70-85
Questionnaire - S3, Qu.3b)

TABLE 36B

IMPORTANCE RATINGS FOR LOCKSTATION SERVICES/FACILITIES

(Mean scores+)

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
Garbage cans	**2.9**	2.8	2.9	2.8	2.8	2.9
Washrooms	**2.8**	2.8	2.9	2.9	2.7	2.9
Walking paths	**2.8**	2.7	2.8	2.8	2.7	2.7
Drinking water	**2.7**	2.7	2.7	2.7	2.7	2.8
Benches	**2.7**	2.7	2.7	2.8	2.7	2.7
Parking facilities	**2.6**	2.6	2.7	2.6	2.6	2.7
On-site direction signs to facilities	**2.6**	2.5	2.7	2.9	2.4	2.7
Facilities for the disabled	**2.5**	2.5	2.6	2.6	2.6	2.6
Picnic tables	**2.5**	2.5	2.5	2.5	2.5	2.5
Information brochures	**2.5**	2.4	2.6	2.6	2.4	2.5
Outdoor exhibits/displays	**2.3**	2.2	2.4	2.5	2.2	2.3
Public telephones	**2.2**	2.2	2.2	2.3	2.3	2.2
Indoor exhibits/displays	**2.1**	2.0	2.2	2.3	2.1	2.2
Lockmaster's office	**2.1**	2.1	2.2	2.1	2.1	2.0
Interpretive talk or demonstration	**2.0**	1.9	2.2	2.2	1.9	2.1
Barbecues	**1.8**	1.8	1.7	1.6	1.9	1.7

+ Based on a 3 point scale where "1" means "not important" and "3" means "very important"

(Reference: Tabular Report - Tables 70-85
Questionnaire - S3, Qu.3b)
(Cross Reference: Table 85)

TABLE 36C

OTHER SERVICES/FACILITIES WOULD LIKE TO SEE AVAILABLE**

	Total
Total respondents mentioning other services/ facilities (100%)	316
	%
Restaurant/snack bar	14
Fencing/safety equipment	7
Bar/beer store	3
Vending machines (food/drink/ice)	3
Camping	2
Shelters/shade	2
Showers	2
Boat rentals	2
Other	22
No other/none	48
Don't know	3

** Multiple mentions

(Reference: Tabular Report - Table 86
Questionnaire - S3, Qu.3c)

3.6.3 Services and facilities ever used away from lockstations

The general usage patterns of services and facilities in the area around the canal tend to reflect earlier findings of trip specific usage. As before, food related services were reported to be highly used with 57% of respondents noting they used restaurants, 49% used snack bars and 35% used grocery or variety stores.

Again popular were museums and galleries (mentioned by 42% of respondents), souvenir and gift shops (31%) and hotels, motels and lodges (24%).

While respondents on longer trips or those who were not local to the area still tended to use the listed services and facilities more than day trip visitors and locals, the distinction was not as pronounced in this "ever used" question as it was when trip usage was measured (see Section 3.5.5 Table 32). This is particularly the case with facilities that would be used by both local and non-local people alike such as snack bars, grocery and variety stores etc. Hotels, motels and lodges, however, were still predominantly used by those on longer trips or who were non-local.

TABLE 37

SERVICES/FACILITIES EVER USED IN
SURROUNDING AREA ON ANY LOCKSTATION VISIT**

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Restaurant	**57**	49	72	70	51	64
Snack bar	**49**	51	46	51	49	51
Museum/gallery	**42**	35	54	59	36	49
Grocery/variety store	**35**	32	39	39	31	37
Souvenir/gift shop	**31**	19	50	59	17	16
Hotel/motel/lodge	**24**	8	55	47	9	37
Campground	**17**	17	15	17	19	14
Gas station	**15**	7	24	39	6	23
Boat rental	**14**	16	9	15	17	11
Movie/live theatre	**8**	8	9	7	9	7
Recreational/sporting equipment shop	**6**	5	8	11	5	8
Picnic areas	**3**	3	1	-	6	2
Washrooms	**2**	2	2	-	2	2
Marina/boat facilities	**1**	1	*	-	2	*
Other	**15**	17	14	12	19	10
None	**9**	11	4	3	11	7

** Multiple mentions

(Reference: Tabular Report - Table 88
Questionnaire - S3, Qu.5a)
(Cross Reference: Table 86)

3.6.4 Adequacy of services and facilities provided away from lockstations

Using a 3 point scale where "1" means "too few", "2" means "the right number" and "3" means "too many", respondents were asked to rate the presence of various services and facilities provided by private operators in the area around the canal.

The mean ratings given for each service or facility were tightly clustered in the 1.7 to 1.9 range. This is slightly below the mid-point identification as "the right number" and suggests that most people are satisfied with the levels of penetration by private operators.

It is further apparent from these findings that while a proportion of people do see room for additional services and facilities, only a minimal number of respondents felt there were too many of these services and facilities available.

For most of the services and facilities evaluated large percentages of respondents were unable to give an opinion. Perhaps lack of familiarity with the areas and the stations precipitated this reaction.

TABLE 38

ADEQUACY OF SERVICES/FACILITIES
PROVIDED BY PRIVATE OPERATORS

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Campgrounds						
Too many	**1**	1	1	1	*	1
The right number	**26**	27	27	15	27	24
Too few	**14**	15	10	16	13	14
No opinion/don't know	**60**	58	62	68	59	61
Mean score$^+$	**1.7**	1.7	1.8	1.5	1.7	1.7
Snack bars						
Too many	**1**	1	2	1	2	1
The right number	**43**	39	53	43	38	47
Too few	**21**	25	10	21	27	17
No opinion/don't know	**35**	34	36	35	34	35
Mean score$^+$	**1.7**	1.6	1.9	1.7	1.6	1.8
Movie/live theatre						
Too many	**1**	1	2	1	1	1
The right number	**25**	25	27	23	28	25
Too few	**12**	14	7	12	13	10
No opinion/don't know	**61**	60	65	64	59	64
Mean score$^+$	**1.7**	1.7	1.9	1.7	1.7	1.8

TABLE 38 (cont'd)

ADEQUACY OF SERVICES/FACILITIES PROVIDED BY PRIVATE OPERATORS

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Boat rentals						
Too many	**1**	1	1	1	1	1
The right number	**29**	30	29	22	34	23
Too few	**13**	14	9	6	13	13
No opinion/don't know	**58**	55	61	71	52	63
Mean score+	**1.7**	1.7	1.8	1.8	1.7	1.7
Grocery/variety stores						
Too many	**1**	1	1	1	2	1
The right number	**38**	36	44	37	33	42
Too few	**14**	15	11	13	16	13
No opinion/don't know	**47**	48	44	49	49	44
Mean score+	**1.8**	1.7	1.8	1.8	1.7	1.8
Restaurants						
Too many	**1**	1	1	1	1	1
The right number	**49**	45	58	51	45	54
Too few	**17**	20	11	17	21	14
No opinion/don't know	**33**	35	30	31	34	31
Mean score+	**1.8**	1.7	1.9	1.8	1.7	1.8
Recreational/sporting equipment shops						
Too many	**1**	1	2	2	1	1
The right number	**27**	29	23	26	27	27
Too few	**11**	12	7	10	14	8
No opinion/don't know	**61**	59	68	62	58	64
Mean score+	**1.8**	1.7	1.8	1.8	1.7	1.8
Museums/galleries						
Too many	**1**	1	1	-	1	1
The right number	**40**	36	46	47	37	44
Too few	**13**	15	12	6	12	13
No opinion/don't know	**47**	49	41	47	51	42
Mean score+	**1.8**	1.7	1.8	1.9	1.8	1.8

TABLE 38 (cont'd)

ADEQUACY OF SERVICES/FACILITIES PROVIDED BY PRIVATE OPERATORS

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Gas stations						
Too many	**1**	1	1	-	1	1
The right number	**39**	40	37	40	38	42
Too few	**11**	10	11	13	10	11
No opinion/don't know	**49**	49	52	47	51	46
Mean score+	**1.8**	1.8	1.8	1.8	1.8	1.8
Hotels/motels/lodges						
Too many	**1**	1	1	1	1	1
The right number	**41**	35	54	45	36	46
Too few	**8**	9	4	6	9	7
No opinion/don't know	**51**	55	40	49	55	47
Mean score+	**1.9**	1.8	1.9	1.9	1.8	1.9
Souvenir/gift shops						
Too many	**4**	4	4	5	3	4
The right number	**37**	33	47	37	31	44
Too few	**12**	12	9	13	14	9
No opinion/don't know	**47**	50	41	46	52	42
Mean score+	**1.9**	1.8	1.9	1.8	1.8	1.9

+ Based on a 3 point scale where "1" means "too few" and "3" means "too many"
* Less than 0.5%

(Reference: Tabular Report - Tables 89-99
Questionnaire - S3, Qu.5b)
(Cross Reference: Tables 87 & 125)

3.6.5 Satisfaction with sources of information provided at lockstations

Respondents were generally quite satisfied with the types of information available at lockstations along the Rideau Canal. Based on a 4 point rating scale where "4" means "very satisfied" the mean ratings given for all information sources fell within a generally positive range of 3.6 to 3.2.

The most favourably rated information source was identified as the informativeness of canal staff. In total, 50% of respondents were very satisfied and 16% were somewhat satisfied with the information provided by the staff.

It should be noted that for most sources a large percentage of responses were reported in the "no opinion/don't know/source not available" category. It seems many respondents were not aware of the opportunity to pursue these different sources of information.

Respondents also were asked to give an overall rating of the information available about the Rideau Canal. Virtually all respondents (93%) reported being very or somewhat satisfied with the information available (49% "very" and 44% "somewhat").

(Reference: Table 39A)

Variations by duration of trip and visitor origin showed that, in general, local residents and those on day trips were in a number of cases slightly less satisfied with the information provided than other respondents. Mean scores, however, for all groups were 3.0 or over showing that a positive opinion of all information sources exists.

(Reference: Table 39B)

TABLE 39A

SATISFACTION WITH INFORMATION PROVIDED AT LOCKSTATIONS

Total respondents (100%)			Very satis- fied	Some- what satis- fied	Not very satis- fied	Not at all satis- fied	No opinion/ don't know/ not available	Mean score+
Informativeness of canal staff	(1581)	%	50	16	4	2	28	3.6
Indoor displays and exhibits	(1581)	%	29	21	3	1	46	3.4
Information brochures	(1581)	%	36	24	4	2	34	3.4
On-site direction signs to facilities	(1581)	%	38	27	7	2	27	3.4
Outdoor displays and exhibits	(1581)	%	30	26	5	2	38	3.4
Film/slide shows	(1581)	%	9	12	3	1	76	3.2
Overall	**(1581)**	**%**	**49**	**44**	**5**	**2**	**1**	**3.4**

+ Based on a 4-point scale where "1" means "not at all satisfied" and "4" means "very satisfied"

(Reference: Tabular Report - Tables 101-107
Questionnaire - S3, Qu.6b and c)
(Cross Reference: Table 88)

TABLE 39B

SATISFACTION WITH INFORMATION PROVIDED AT LOCKSTATIONS

(Mean scores+)

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
Informativeness of canal staff	**3.6**	3.6	3.6	3.6	3.5	3.7
Indoor displays and exhibits	**3.4**	3.4	3.5	3.5	3.3	3.5
Information brochures	**3.4**	3.4	3.5	3.4	3.4	3.5
On-site direction signs to facilities	**3.4**	3.3	3.5	3.4	3.3	3.5
Outdoor displays and exhibits	**3.4**	3.3	3.4	3.4	3.3	3.5
Film/slide shows	**3.2**	3.1	3.3	3.2	3.0	3.3
Overall	**3.4**	**3.4**	**3.4**	**3.5**	**3.4**	**3.5**

+ Based on a 4-point scale where "1" means "not at all satisfied" and "4" means "very satisfied"

(Reference: Tabular Report - Tables 101-107
Questionnaire - S3, Qu.6b and c)

3.6.6 Interest in knowing more about the canal

Levels of interest in the provision of specific types of information were also collected from respondents. Each respondent was asked to indicate whether they were very, somewhat or not interested in the specific area outlined.

Based on mean scores calculated from the ratings given, the areas of information which provoked the most interest were those relating to the history of the canal and the operation of the locks (mean scores of 2.6 for each). Other areas that were of considerable interest were the various attractions and natural features along the canal followed by interest in the locations of lockstations and the services and facilities available in the locks.

The more pragmatic information was less popular with respondents. Mean scores were below 2.0 for information about lodgings and boat services as well as information relating to the Rideau Waterway Co-ordinating Association.

(Reference: Table 40A)

Local residents and those on day trips proved to be somewhat less interested than other respondents in the information sources put forth. These fluctuations, however, can be largely attributed to the respondents already existing knowledge about many aspects of the canal and the surrounding area.

(Reference: Table 40B)

TABLE 40A

INTEREST IN INFORMATION ABOUT THE RIDEAU CANAL

		Very interested	Somewhat interested	Not interested	Don't know	Mean score+
Total respondents (100%)						
History of the canal	(1581) %	67	28	5	1	2.6
How the locks work/ lock operation	(1581) %	61	32	7	1	2.6
Attractions/points of interest along the canal	(1581) %	58	36	5	1	2.5
Locations of natural features along the canal	(1581) %	59	33	8	1	2.5
Natural environment of the Rideau Canal	(1581) %	56	37	7	1	2.5
National parks, national historic parks/sites and heritage canals	(1581) %	49	39	11	1	2.4
Locations of lock stations along the Rideau Canal	(1581) %	45	44	11	1	2.3
Services/facilities offered at lock stations	(1581) %	32	52	16	1	2.2
Hotels/motels/ campgrounds along canal	(1581) %	17	36	47	1	1.7
Locations of marinas/ boat services	(1581) %	17	32	51	1	1.7
The "Rideau Waterway Co-ordinating Association"	(1581) %	14	34	51	1	1.6

+ Based on a 3 point scale where "1" means "not interested" and "3" means "very interested"

(Reference: Tabular Report - Tables 108-115
Questionnaire - S3, Qu.6d)
(Cross Reference: Table 89)

TABLE 40B

INTEREST IN INFORMATION

(Mean scores+)

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
History of the canal	**2.6**	2.6	2.7	2.7	2.6	2.7
How the locks work/lock operation	**2.6**	2.5	2.7	2.7	2.4	2.7
Attractions/points of interest along the canal	**2.5**	2.5	2.6	2.5	2.5	2.6
Locations of natural features along the canal	**2.5**	2.5	2.5	2.4	2.5	2.5
Natural environment of the Rideau Canal	**2.5**	2.5	2.6	2.5	2.4	2.6
National parks, national historic parks/sites and heritage canals	**2.4**	2.3	2.5	2.4	2.3	2.5
Locations of lockstations along the Rideau Canal	**2.3**	2.3	2.4	2.3	2.3	2.4
Services/facilities offered at lock stations	**2.2**	2.2	2.2	2.2	2.2	2.2
Hotels/motels/campgrounds along the canal	**1.7**	1.6	2.0	1.9	1.6	1.8
Locations of marinas/boat services	**1.7**	1.7	1.7	1.6	1.7	1.6
The "Rideau Waterway Co-ordinating Association"	**1.6**	1.6	1.8	1.5	1.6	1.6

+ Based on a 3 point scale where "1" means "not interested" and "3" means "very interested"

(Reference: Tabular Report - Tables 108-118
Questionnaire - S3, Qu.6d)

3.6.7 Preference for ways of presenting information and orientation about the canal

In addition, to collecting interest levels for different types of information, respondents attitudes towards different presentation formats were also measured.

The majority of respondents (53%) reported liking brochures and pamphlets "best" as a means of presenting information. Following, at some distance, in popularity were exhibits and displays (28%).

Those formats liked least were film and slide shows (42%) and talks, presentations and demonstrations (24%).

The general pattern that emerges by trip length is that the shorter the trip the more likely a respondent is to prefer brochures and pamphlets. On the other hand, respondents on longer trips seemed to be more interested in exhibits and talks perhaps because they have more time available to indulge in such services.

TABLE 41

PREFERENCE FOR WAYS OF PRESENTING INFORMATION AND ORIENTATION ABOUT THE CANAL

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	1581	1008	364	176	739	761
	%	%	%	%	%	%
Like best						
Brochures/pamphlets	53	57	50	39	55	52
Exhibits/displays	28	28	27	35	29	29
Talks/presentations/ demonstrations	17	13	23	30	13	20
Film/slide shows	9	7	13	11	8	10
Other	*	*	*	*	-	*
None	2	3	1	*	4	1
Don't know	1	1	-	-	1	*
Like least						
Brochures/pamphlets	13	12	12	17	12	13
Exhibits/displays	12	12	14	10	13	11
Talks/presentations/ demonstrations	24	25	23	19	23	24
Film/slide shows	42	42	38	46	42	43
None	12	11	17	8	12	12
Don't know	1	1	-	1	1	*

* Less than 0.5%

(Reference: Tabular Report - Tables 120-121
Questionnaire - S3, Qu.7a and b)
(Cross Reference: Tables 90 & 119A)

3.6.8 Preference for ways of interpreting canal heritage

When asked specifically about preferred ways of interpreting the heritage of the canal in an on-site situation, respondents most frequently indicated they preferred exhibits and displays (37%) followed by talks, presentations and demonstrations (23%), and brochures and pamphlets (22%). Film and slide shows were again least favoured (17%).

Respondents on shorter trips again rated brochures and pamphlets somewhat higher than other respondents, while those on longer trips maintained a higher interest in talks and presentations.

TABLE 42

PREFERENCE FOR WAYS OF INTERPRETING THE HERITAGE OF THE CANAL

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Exhibits/displays	**37**	38	35	35	38	34
Talks/presentations/demonstrations	**23**	19	27	30	21	24
Brochures/pamphlets	**22**	24	19	16	22	23
Film/slide shows	**17**	16	19	17	16	18
Other	*****	-	*	-	-	*
None	**3**	4	1	2	4	2
Don't know	**1**	1	*	-	1	*

* Less than 0.5%

(Reference: Tabular Report - Table 122
Questionnaire - S3, Qu.7c)
(Cross Reference: Tables 91 & 119B)

3.7 General attitudes towards the canal

3.7.1 Most important reasons for visiting lockstations

From a list of seventeen different statements repondents were asked to choose three which were most important to them when visiting lockstations on the canal.

Just over half of the respondents indicated they visit lockstations to enjoy nature, while one-third of the sample were in pursuit of mental relaxation. In both cases these reasons were reported more by visitors on day trips than on longer trips, and more by residents than non-residents.

The educational experience provided at lockstations is also important to visitors as 30% indicated they like to "visit places that are important in history" and 24% like to "visit historic settings". Learning new things and going to new places are also important to lockstation visitors (mentioned by 23% and 22% of respondents respectively).

Almost one-quarter of respondents were interested in being physically active when visiting lockstations. This was particulary the case with local residents and those on shorter trips.

According to 23% of respondents visiting lockstations is a good way of being together as a family. Another 22% felt it is a good way of being with friends and relatives. Generally local residents were less likely to be in these categories.

A visit to a lockstation is also perceived as a good opportunity to "get away from demands at home" (22%), "do nothing at all" (12%), enjoy "physical rest" (11%), and "experience a simpler lifestyle" (10%). These pursuits tend to be associated with local residents and those on shorter trips.

A relatively small proportion of respondents are interested in "reliving past good times" (7%), "meeting people with similar interests" (4%), "partying" (3%), and "finding thrills and excitement" (3%).

(Reference: Table 43)

TABLE 43

MOST IMPORTANT REASONS FOR VISITING LOCKSTATIONS+

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Enjoying nature or a natural setting	**51**	56	42	39	57	44
Mental relaxation	**33**	38	31	16	41	26
Visiting places that are important in history	**30**	23	38	51	22	37
Visiting historic settings	**24**	16	36	36	16	31
Being physically active	**24**	31	14	7	34	13
Being together as a family	**23**	21	27	26	20	26
Learning something new	**23**	14	41	40	9	36
Going somewhere I've never been before	**22**	13	37	43	7	35
Getting away from demands at home	**22**	22	23	15	23	22
Being with friends and relatives	**21**	23	21	14	20	23
Doing nothing at all	**12**	14	8	6	15	8
Physical rest	**11**	13	11	5	13	9
Experiencing a simpler lifestyle	**10**	12	7	5	12	8
Reliving past good times	**7**	7	7	8	8	7
Meeting people with similar interests	**4**	4	4	2	3	4
Partying	**3**	4	2	3	4	2
Finding thrills and excitement	**3**	3	3	3	4	2

+ Each respondent was asked to give 3 most important reasons

(Reference: Tabular Report - Table 87
Questionnaire - S3, Qu.4)
(Cross Reference: Tables 92 & 109)

3.7.2 Specific attitudes towards the canal

Respondents were asked to indicate the extent to which they agreed or disagreed with ten statements about the Rideau Canal. The following four point rating scale was employed to measure responses and the adjacent weights were applied in order to report mean scores for each statement:

Strongly agree	X 4
Tend to agree	X 3
Tend to disagree	X 2
Strongly disagree	X 1

A score around a mean of 2.5 out of a maximum of 4 is considered the mid-point.

Virtually all respondents agreed that natural shoreline vegetation is the best way to prevent bank erosion and preserve fish and wildlife habitat along the canal (mean score of 3.5). This was the highest score achieved for any of the statements.

With an average score of 3.4 most visitors also agreed that the Rideau Canal is one of the more important historic resources in Canada.

The importance of the canal staff is illustrated by the high level of respondents who agreed to the statement that "personal contact with the staff is an importrant part of a lockstation visit" (mean score of 3.3). Those who were less likely to agree with this statement were those residents local to the area.

High level of agreement was given for visitor safety; the mean rating for the locks on the canal being safe for sightseeing was 3.3.

Visitors to the Rideau Canal do see room for improvement in the task of preserving the canal. Two of the statements suggested that the Rideau Canal should do more to preserve the natural environment and the historical character of the canal. Each statement received mean scores of 3.2. As these scores are still well above the mid-point they suggest that respondents do feel that more should be done towards this end. These levels of agreement were generally constant across all trip and visitor origin categories.

A large proportion of visitors did not feel that they knew what major sights and facilities are offered along the Rideau Canal (mean score 2.7). This was obviously less of a problem for local residents (mean score 2.9).

This lack of awareness was also evident when respondents were asked to rate how familiar they are with the locations of the lockstations along the canal. The mean score of 2.6 again shows that visitors do not feel familiar with the canal, that is, except for local residents.

With a mean score of 2.6 visitors somewhat disagreed that more variety of recreational and educational facilities and services provided at lockstations were needed.

(Reference: Table 44A)

Respondents tended to disagree that hiking trails are not necessary at lockstations (mean score 2.0). Day trip visitors showed the greatest level of disagreement with the statement compared to visitors on longer trips. This "disagreement" can be interpreted into a recognized need for such facilities as hiking trails which make visits to lockstations more enjoyable.

TABLE 44A

SPECIFIC ATTRIBUTE RATINGS

(Mean scores+)

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
Natural shoreline vegetation (cattails, wetlands, shrubs or trees) is the best way to prevent bank erosion and preserve fish and wildlife habitat along the canal	**3.5**	3.4	3.5	3.5	3.4	3.5
The Rideau Canal is one of the more important historic resources in Canada	**3.4**	3.4	3.4	3.3	3.4	3.3
Personal contact with canal staff is an important part of a lockstation visit	**3.3**	3.3	3.4	3.4	3.2	3.4
The locks on the canal are safe for sightseeing	**3.3**	3.3	3.2	3.2	3.3	3.2
The Rideau Canal should do more to preserve the natural environment of the canal	**3.2**	3.2	3.3	3.2	3.2	3.2
The Rideau Canal should do more to preserve the historic character of the canal	**3.2**	3.2	3.3	3.2	3.2	3.2
I am aware of the major sights and facilities offered along the Rideau Canal	**2.7**	2.9	2.5	2.3	2.9	2.6
There should be more variety in the recreational and educational facilities and services provided at lockstations	**2.6**	2.5	2.6	2.7	2.7	2.6
I am familiar with the locations of the lockstations along the canal	**2.6**	2.8	2.2	2.2	2.9	2.3
Hiking trails through wooded areas are not necessary at lockstations	**2.0**	2.0	2.1	2.2	2.0	2.1

+ Based on a 4 point scale where "1" means "strongly disagree" and "4" means "strongly agree"

(Reference: Tabular Report - Tables 123-132
Questionnaire - S3, Qu.8a)
(Cross Reference: Tables 93 & 110)

TABLE 44B

SPECIFIC ATTRIBUTE RATINGS

		Strongly agree	Tend to agree	Tend to dis- agree	Strongly dis- agree	No opinion	Mean score+
Total respondents (100%)							
Natural shoreline vegetation (cattails, wetlands, shrubs or trees) is the best way to prevent bank erosion and preserve fish and wildlife habitat along the canal	(1581)	% 41	33	4	1	21	3.5
The Rideau Canal is one of the more important historic resources in Canada	(1581)	% 42	41	7	1	8	3.4
Personal contact with canal staff is an important part of a lockstation visit	(1581)	% 38	41	9	1	11	3.3
The locks on the canal are safe for sightseeing	(1581)	% 39	47	8	3	3	3.3
The Rideau Canal should do more to preserve the natural environment of the canal	(1581)	% 34	36	14	1	16	3.2
The Rideau Canal should do more to preserve the historic character of the canal	(1581)	% 35	37	12	2	14	3.2
I am aware of the major sights and facilities offered along the Rideau Canal	(1581)	% 21	35	24	11	9	2.7
There should be more variety in the recreational and educational facilities and services provided at lock stations	(1581)	% 11	29	27	6	26	2.6
I am familiar with the locations of the lockstations along the canal	(1581)	% 20	31	17	18	14	2.6
Hiking trails through wooded areas are not necessary at lockstations	(1581)	% 6	20	30	30	14	2.0

+ Based on a 4 point scale where "1" means "strongly disagree" and "4" means "strongly agree"

(Reference: Tabular Report - Tables 123-132
Questionnaire - S3, Qu.8a)

3.7.3 Learning achieved during visit

In an effort to determine the level of learning achieved from a visit to a lockstation respondents were asked to indicate how much more they felt they know about the following topics after their lockstation visit:

- The history of the Rideau Canal
- How the locks work

Overall, for each of the above areas about half of the respondents felt that they know more after their visit to the lockstation. Those respondents who did feel they learned something from their visit were more or less equally spread between feeling they knew a lot more, a fair bit more and slightly more.

As might be expected, local residents were less likely to have learned something from their visit than non-local residents (34% vs. 70% for the history of the canal and 31% vs. 66% for how the locks work). This finding, however, shows that despite proximity some learning still takes place.

TABLE 45

HOW MUCH MORE KNOWN ABOUT THE CANAL
AS A RESULT OF LOCKSTATION VISIT

			DURATION OF TRIP						VISITOR ORIGIN			
	Total		Day trip		1-7 nights		Over 7 nights		Local		Non-local	
Total respondents (100%)	**1581**		1008		364		176		739		761	
	%		%		%		%		%		%	
The history of the Rideau Canal												
A lot more	**15**		8		28		25		7		22	
A fair bit more	**19**	**53**	13	40	29	76	31	75	11	34	25	70
Slightly more	**19**		19		20		19		16		23	
As much as before	**48**		61		24		25		67		30	
How the locks work												
A lot more	**18**		11		32		32		8		28	
A fair bit more	**15**	**49**	12	35	19	73	24	74	10	31	20	66
Slightly more	**16**		13		23		17		13		19	
As much as before	**51**		65		27		27		69		34	

(Reference: Tabular Report - Tables 133-134
Questionnaire - S3, Qu.8b)
(Cross Reference: Table 94)

3.7.4 Rideau Canal and Trent-Severn Waterway boating experience and intentions

Over one-third of respondents (35%) had been on a boat locking through a lockstation on the Trent-Severn Waterway or Rideau Canal at some time in the past. The proportion was higher among local residents and those on day trips.

TABLE 46

EVER LOCKED THROUGH ON THE TRENT-SEVERN WATERWAY OR RIDEAU CANAL

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Yes	**35**	39	28	27	39	32
No	**65**	61	72	73	62	68

(Reference: Tabular Report - Tables 137
Questionnaire - S3, Qu.10a)
(Cross Reference: Table 95)

In total, 39% of respondents expected to go by boat through lockstations along the two waterways within the next 2 years. The increase in intentions, however, appears only to be among local residents and those on day trips. This suggests that visitors further afield may have less opportunity to plan a future boating trip along one of the waterways.

TABLE 47

EXPECT TO LOCK THROUGH ON THE TRENT-SEVERN OR RIDEAU CANAL WITHIN NEXT TWO YEARS

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Yes	**39**	44	30	29	45	32
No	**61**	56	70	71	55	67
Don't know	**1**	*	1	1	*	1

* Less than 0.5%

(Reference: Tabular Report - Tables 138
Questionnaire - S3, Qu.10b)
(Cross Reference: Table 96)

3.7.5 Responsibility for the canal

When asked to indicate from a precoded list which agency is responsible for the management and operation of the Rideau Canal, the vast majority of boaters (86%) were able to identify Environment Canada, Parks or Parks Canada.

It appears that respondents generally selected two agencies on average when answering this question. While we have seen that most visitors seem to know which agency is responsible for the system, each of the other agencies listed received anywhere from 19% to 26% of mentions.

TABLE 48

AGENCY RESPONSIBLE FOR THE MANAGEMENT AND OPERATION OF THE RIDEAU CANAL**

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Environment Canada/Parks Canada	**(86)**	(89)	(77)	(87)	(89)	(94)
Environment Canada, Parks	**51**	49	50	64	50	52
Parks Canada	**69**	73	56	65	72	65
National Capital Commission	**26**	28	21	25	29	22
Transport Canada	**24**	21	32	31	20	29
Ministry of Natural Resources	**23**	20	28	33	19	28
Tourism Canada	**21**	17	26	32	17	24
Ontario Ministry of the Environment	**19**	18	22	22	17	22
Other	**1**	*	1	-	1	1

** Multiple mentions
* Less than 0.5%

(Reference: Tabular Report - Table 139
Questionnaire - S3, Qu.11)
(Cross Reference: Table 97)

3.7.6 Source of awareness of the canal

Almost half of all respondents (46%) first learned about the canal from living in the area plus another 4% from having a cottage close to the canal. This accounts for over 80% of the locals in the sample. Those on day trips also were more likely to have learned about the Rideau because they live in the area than were those on longer trips. As noted previously, day trip visitors tend to live in closer proximity to the system.

Friends and relatives are also an important source of information for some visitors (17%), especially non-local residents and those on trips of 1 night or more.

A roadside view while passing by the lockstation is also a source of exposure to the canal (mentioned by 14% of respondents). This is again primarily among non-local residents and those on trips of 1 night or more

A previous trip to the area was the source mentioned by 11% of respondents, while pamphlets and brochures accounted for an additional 8%. Other respondents learned about the system through information sources such as schooling (6%); tourist information offices (4%) and signs along the road (3%).

The 7% who are reported as "other mentions" include a long list of sources some of which are listed below:

Gas station attendant
Job related
Fishing
People in campground
Bible conference
Hospital pharmacy

TABLE 49

HOW FIRST LEARNED ABOUT LOCKSTATION**

		DURATION OF TRIP			VISITOR ORIGIN	
	Total	Day trip	1-7 nights	Over 7 nights	Local	Non-local
Total respondents (100%)	**1581**	1008	364	176	739	761
	%	%	%	%	%	%
Live in the area	**46**	66	8	6	78	16
From friends/relatives	**17**	12	28	20	8	25
Roadside view/just passing by	**14**	10	22	20	7	20
Previous trip to area	**11**	7	17	17	5	16
Pamphlets or brochures	**8**	3	15	22	2	14
In school	**6**	5	7	6	5	6
Have cottage in the area	**4**	4	2	5	3	4
Tourist information office	**4**	1	9	11	1	8
Signs along the road	**3**	3	3	4	2	4
Other	**7**	5	10	10	4	10
Don't know	*****	*	-	-	*	*

** Multiple mentions
* Less than 0.5%

(Reference: Tabular Report - Table 100
Questionnaire - S3, Qu.6a)
(Cross Reference: Tables 98 & 111)

4.0 SUMMARY OF FINDINGS - LOCKSTATION PROFILE

Respondents visiting each of the different lockstations along the canal can be grouped together either by the lockstation or the type of lock they visited as follows:

Super Primary

- Ottawa

Primary

- Long Island
- Merrickville
- Smiths Falls Combined
- Newboro
- Jones Falls
- Kingston Mills

Secondary

- Hartwells
- Hogs Back
- Black Rapids
- Narrows
- Chaffey's

Tertiary

- Burritts Rapids
- Upper Nicholsons
- Lower Nicholsons
- Clowes
- Kilmarnock
- Edmunds
- Old Slys
- Detached
- Poonamalie
- Beveridges
- Davis
- Upper Brewers
- Lower Brewers

For the purposes of this report the data has been analyzed by the cells shown below:

Total respondents

Ottawa

Smiths Falls
Jones Falls
Kingston Mills

Primary lockstations
Secondary lockstations
Tertiary lockstations

It is important to note that the grouping "secondary lockstations" is predominantly visitors to Hartwells and Hogs Back stations. This should be kept in mind when any interpretation of results for this group is discussed in the following section. The characteristics of visitors to Hartwells and Hogs Back overshadow any differences that may have been reported among those at Chaffey's, Narrows and Black Rapids. It is felt that the influence of the high proportion of students/cyclists and joggers at these two stations tend to colour the results for the "secondary lockstations" as a whole.

4.1 Respondent demographics

A review of the demographic profiles of the canal visitors participating in this study shows that most of the characteristics measured vary by both the lockstation and lock type visited.

4.1.1 Sex and age

Overall, a higher proportion of respondents completing the questionnaires were male (56% vs. 44% female). This was the case at all lockstations and lock types examined with the exception of the super primary Ottawa Locks where respondents were more equally split by sex (51% male vs. 49% female).

Visitors to Smiths Falls tended to be younger (39% in the 16 to 34 year category) than visitors to other lockstations (26% aged 16 to 34 at Ottawa, 20% at Jones Falls and 30% at Kingston Mills).

The secondary and tertiary lock types were also more likely to have younger visitors (41% and 36% respectively) as compared to the primary locks (28%).

TABLE 50

RESPONDENT CHARACTERISTICS

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Sex								
Male	**56**	51	60	54	57	56	58	63
Female	**44**	49	40	46	44	44	42	37
Age								
16 to 34	**34**	26	39	20	30	28	41	36
35 to 49	**33**	42	37	31	30	32	28	28
50 to 64	**23**	23	17	28	28	25	22	21
65 and over	**10**	9	7	22	11	14	9	15
Average+	**42**	43	40	49	44	44	41	43

+ Averages based on weighting those 16 to 17 as 16.5, 18 to 34 as 26, 35 to 49 as 42, 50 to 64 as 51 and 65 plus as 67.

(Reference: Tabular Report - Tables 140-141
Questionnaire - S4, Qu.1-2)
(Cross Reference: Tables 1 & 100)

4.1.2 Education and occupation

The level of education among visitors to the Ottawa Locks was significantly higher than that found among visitors to the other lockstations examined. In total, 63% of Ottawa Locks visitors had attended college or university as compared to 37% at Smiths Falls, 50% at Jones Falls and 43% at Kingston Mills.

Looking at the combined lock type groupings, the secondary lock visitors showed an extremely high level of college and university attendees (77% vs. 44% of primary lock visitors and 40% of tertiary lock visitors). A good example of the proliferation of students at Hartwells and Hogs Back affecting the results which should be kept in mind as results for the secondary stations are examined.

In line with academic achievement, the percentage of professional or managerial occupations was highest for Ottawa Locks and secondary lock type visitors (52% and 48% respectively).

Interestingly, the proportion of students visiting the secondary locks was significantly higher (25%) than for the primary (10%) and tertiary locks (9%). This finding, coupled with the fact that two (Hartwells and Hogs Back) of the secondary locks are in close proximity to post-secondary institutions, may help to explain the exceptionally high educational level found among visitors to these locks.

TABLE 51

RESPONDENT CHARACTERISTICS

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	1581	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Level of education								
High school or less	24	25	42	30	34	36	14	38
CEGEP/college/technical/ trade school	13	11	21	19	22	19	8	22
College/university	36] 62	36] 63	30] 37	32] 50	28] 43	31] 44	41] 77	30] 40
Post graduate studies	26	27	7	18	15	13	36	10
Occupation								
Professional	30] 45	37] 52	21] 30	25] 39	22] 38	23] 36	30] 48	21] 33
Executive/managerial	15	15	9	14	16	13	18	12
Other white collar	11	13	14	11	14	13	6	14
Blue collar	8	6	10	15	9	11	4	17
Homemaker	8	10	12	8	9	10	5	7
Student	15	8	20	3	6	10	25	9
Retired	12	10	10	20	20	18	11	17
Other	2	2	4	3	5	3	2	3

(Reference: Tabular Report - Table 142-143
Questionnaire - S4, Qu.3-4)
(Cross Reference: Tables 2 & 101)

4.1.3 Household income

Reported household incomes reflect the higher education and occupation levels of respondents visiting the Ottawa and secondary locks. A total of 42% of Ottawa Locks visitors and 38% of secondary lock visitors fall into the $50,000 plus household income category. These represent significantly higher levels compared to the primary and tertiary locks (26% and 27% respectively).

TABLE 52

RESPONDENT CHARACTERISTICS

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
1986 household income								
Under $20,000	**18**	12	23	12	11	17	25	11
$20,000 to $29,999	**14**	15	22	18	15	18	10	20
$30,000 to $39,999	**16**	15	20	19	31	21	13	26
$40,000 to $49,999	**15**	15	16	16	15	16	14	16
$50,000 to $59,999	**14**] **36**	17] 42	9] 17	12] 35	9] 25	10] 26	12] 38	15] 27
$60,000 and over	**22**	25	8	23	16	16	26	12

(Reference: Tabular Report - Table 145
Questionnaire - S4, Qu.5b)
(Cross Reference: Tables 3 & 102)

4.1.4 Language

The highest percentage of French speaking respondents were found at the Ottawa and secondary locks (8% and 7% respectively as compared to no more than 3% at any other lockstation or lock type grouping). As discussed in the previous section dealing with language, the place of residence may give some insight into the language issue. In this case, in Section 4.2.4 it is reported that 22% of those visiting Ottawa Locks were from Ottawa and area and 8% came from Quebec. Again it is difficult to estimate the percentage of these who speak French most often at home in these two groups.

TABLE 53

RESPONDENT CHARACTERISTICS

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	1581	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Language								
English	90	87	95	95	99	95	90	93
French	6	8	3	-	-	2	7	1
Other	4	5	2	5	1	3	3	6

(Reference: Tabular Report - Table 144
Questionnaire - S4, Qu.5a)
(Cross Reference: Tables 4 & 103)

4.1.5 Recent experience in "special" areas

When respondents were asked to indicate the types of places they had visited in the past twelve months certain differences appeared by lockstation and lock type visited.

Visitors to the Ottawa and the secondary locks were more likely to have visited museums (73%) than other visitors. High levels among these visitors were also reported for national parks and national historic parks while low levels were reported for having visited the Trent-Severn Waterway.

High levels were reported by Kingston Mills visitors for having visited conservation, parks, both national and provincial historic parks, and heritage waterways.

TABLE 54

AREAS VISITED IN PAST TWELVE MONTHS**

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Museum	**68**	73	46	54	54	55	73	60
Provincial park	**65**	60	48	64	65	60	70	68
Conservation park	**50**	44	43	46	58	50	56	53
Provincial historic site/park	**43**	47	33	40	50	40	44	40
National historic site/park	**38**	41	27	29	37	32	44	23
National park	**37**	36	23	25	28	27	44	35
Other heritage waterways	**16**	12	14	14	21	17	20	14
Trent-Severn Waterway	**12**	10	16	16	18	15	10	17
None of these	**9**	11	9	12	11	14	6	8
Don't know	**1**	1	2	-	-	1	1	1

** Multiple mentions

(Reference: Tabular Report - Table 147
Questionnaire - S4, Qu.6)
(Cross Reference: Table 5)

4.1.6 Previous lockstation experience (repeat vs. first time use)

Almost half (48%) of respondents visiting the Ottawa Locks were visiting the locks for the very first time. This was a significantly higher proportion than that reported for Smiths Falls (38%), Jones Falls (21%) and Kingston Mills (24%). Compared to other lock types, visitors to the Ottawa super primary station were again significantly more likely to be first time visitors than at the primary (29%) and secondary (17%) or tertiary locks (24%).

Visitors to the secondary lockstations were much more likely than any other group to be frequent visitors (28% indicated they had visited 97 times or more compared to 3% at the primary locks and 11% at the tertiary locks). Again, the abundance of students, cyclists and joggers at Hartwells and Hogs Back influence the results grouped as "the secondary lockstations".

TABLE 55

NUMBER OF TIMES RESPONDENT EVER VISITED "THIS" LOCKSTATION

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
1	**31**	48	38	21	24	29	17	24
2 to 4	**21**	25	21	32	23	24	13	18
5 to 9	**9**	7	8	16	12	11	9	14
10 to 19	**10**	7	18	14	18	16	9	10
20 to 49	**10**	5	10	11	14	12	11	14
50 to 96	**6**	3	2	3	4	4	10	9
97 or more	**13**	2	3	1	3	3	28	11

(Reference: Tabular Report - Table 17
Questionnaire - S1, Qu.6)
(Cross Reference: Tables 6 & 112)

4.1.7 Previous canal experience (repeat vs. first time use)

Not only were visitors to the Ottawa Locks more likely to be visiting the locks for the first time, they were also more likely to be visiting the canal for the first time. For each of the lockstations and lock type groupings at least three-quarters of the respondents reported having visited the canal before. For Ottawa Lock visitors this figure was 58%.

There was also a significantly higher proportion of visitors to the secondary and tertiary locks who had visited the canal before compared to those who were visiting the primary locks (93% and 92% vs. 81%).

TABLE 56

EVER VISITED RIDEAU CANAL BEFORE

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Yes	**79**	58	74	87	80	81	93	92
No	**21**	41	26	13	20	19	7	8

(Reference: Tabular Report - Table 135
Questionnaire - S3, Qu.9a)
(Cross Reference: Table 7)

Respondents visiting the Ottawa Locks were also the least likely to have visited the Trent-Severn Waterway (26% vs. 35% to 47% for the other respondents).

TABLE 57

EVER VISITED TRENT-SEVERN WATERWAY

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Yes	**34**	26	35	47	43	40	37	41
No	**66**	74	65	53	57	60	63	59

(Reference: Tabular Report - Table 126
Questionnaire - S3, Qu.9b)
(Cross Reference: Table 8)

The detailed information collected for frequency of use of the lockstations along the Rideau Canal shows that while minor differences exist by lockstation visited the key differences appear within the lock type groupings.

The pattern which appears when examining the data by lockstation shows that while the frequency of use is fairly clustered for the four lockstations measured the Ottawa Locks visitors consistently reported the fewest visits.

When examined by lock type, it becomes apparent that the secondary locks receive the greatest number of visits in all cases. In the survey year, for instance, secondary lock visitors reported making or planning a total of 21.9 visits compared to the 5.9 and 11.2 visits reported by primary and tertiary lock visitors respectively.

(Reference: Table 58A)

Tertiary locks, on the other hand, appear to receive the greatest proportion of visits which are parts of trips lasting two or more nights (2.0 in 1987 vs. 0.6 for primary locks and 0.4 for secondary locks).

(Reference: Table 58B)

TABLE 58A

AVERAGE NUMBER OF VISITS TO LOCKSTATIONS BY SEASON AND YEAR**

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents answering less than 97 visits (100%)	**1488**	431	93	57	59	268	443	150
1986	**(10.4)**	(3.5)	(4.7)	(4.5)	(3.9)	(4.9)	(21.1)	(8.9)
Pre-June 26	**2.8**	1.1	1.4	0.9	1.0	1.3	5.5	2.5
June 26 to Labour Day	**5.5**	1.8	2.2	2.8	2.4	2.7	10.9	4.8
Post-Labour Day	**2.2**	0.7	1.1	0.8	0.4	0.9	4.7	1.7
Total respondents answering less than 97 visits (100%)	**1454**	525	95	65	63	291	476	163
1987	**(11.2)**	(4.3)	(6.2)	(5.1)	(4.6)	(5.9)	(21.9)	(11.2)
Pre-June 26	**2.7**	0.9	1.6	1.0	0.8	1.3	5.6	2.2
June 26 to Labour Day	**6.4**	2.6	3.2	3.3	3.1	3.6	12.3	7.0
Post-Labour Day	**2.1**	0.7	1.4	0.8	0.7	1.1	4.1	2.0
Total respondents anwering less than 97 visits (100%)	**1478**	393	84	52	53	237	423	127
1988	**(11.7)**	(4.1)	(4.0)	(5.5)	(4.9)	(5.6)	(22.0)	(12.3)
Pre-June 26	**3.7**	1.2	1.2	1.1	1.0	1.3	7.3	3.7
June 26 to Labour Day	**5.8**	2.1	1.9	3.6	3.0	3.2	10.6	5.9
Post-Labour Day	**2.2**	0.8	1.0	0.8	0.9	1.0	4.1	2.6

** Averages based on actuals

(Reference: Tabular Report - Table 68 and 68A
Questionnaire - S3, Qu.1)
(Cross Reference: Table 9A)

TABLE 58B

AVERAGE NUMBER OF VISITS TO LOCKSTATIONS BY TRIP TYPE AND YEAR**

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents answering less than 97 visits (100%)	**1488**	431	93	57	59	268	443	150
1986	**(10.4)**	(3.5)	(4.7)	(4.5)	(3.9)	(4.9)	(21.1)	(8.9)
Day outing	**9.6**	3.0	4.5	3.2	3.3	4.3	19.9	8.0
Overnight trip	**0.3**	0.2	0.1	0.6	0.4	0.3	0.3	0.3
Trip of 2 nights or longer	**0.3**	0.1	0.1	0.6	0.2	0.3	0.3	0.8
Total respondents answering less than 97 visits	**1454**	525	95	65	63	291	476	163
1987	**(11.2)**	(4.3)	(6.2)	(5.1)	(4.6)	(5.9)	(21.9)	(11.2)
Day outing	**9.9**	3.1	5.5	3.5	3.8	4.9	20.7	8.9
Overnight trip	**0.3**	0.2	0.3	0.5	0.3	0.3	0.3	0.4
Trip of 2 nights or longer	**0.7**	0.7	0.4	1.0	0.4	0.6	0.4	2.0
Total respondents answering less than 97 visits (100%)	**1478**	393	84	52	53	237	423	127
1988	**(11.7)**	(4.1)	(4.0)	(5.5)	(4.9)	(5.6)	(22.0)	(12.3)
Day outing	**10.5**	3.3	3.5	3.3	4.1	4.6	20.2	11.1
Overnight trip	**0.4**	0.2	0.2	0.9	0.3	0.4	0.6	0.4
Trip of 2 nights or longer	**0.4**	0.2	0.3	1.3	0.3	0.5	0.5	0.8

** Averages based on actuals

(Reference: Tabular Report - Table 68 and 68A
Questionnaire - S3, Qu.2)
(Cross Reference: Table 9B)

4.2 Visitor party characteristics

4.2.1 Party size

By lockstation, the average number of people in a party was highest for visitors to Jones Falls (3.4) followed by Kingston Mills (3.2). Visitors to the Ottawa and Smiths Falls locks tended to be in smaller groups (2.8 and 2.6 people respectively).

Among lock types, the smallest party size was reported for those visiting secondary locks (2.3 versus 3.0 for both the primary and tertiary locks). This difference can be accounted for by the high proportion of individual visitors (49%) to the secondary locks; further evidence of students, jogging and cycling into Hartwells and Hogs Back stations.

TABLE 59

NUMBER OF PEOPLE IN VISITOR PARTY

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
One	**28**	18	20	5	10	14	49	14
Two	**36**	41	40	45	31	40	30	40
Three	**11**	12	13	18	22	17	7	15
Four	**14**	18	19	16	18	17	8	14
Five	**4**	5	4	7	8	6	2	11
Six or more	**6**	7	5	10	11	7	5	6
Average number+	**2.7**	2.8	2.6	3.4	3.2	3.0	2.3	3.0

+ Averages based on actuals

(Reference: Tabular Report - Table 10
Questionnaire - S1, Qu.5a)
(Cross Reference: Tables 10 & 104)

4.2.2 Party composition

Reflecting the party size findings, few visitors to Jones Falls and Kingston Mills visited the lockstations alone. Most (60% or more) were visiting with their family.

Conversely, the proportion of those visiting the secondary locks alone (students, joggers and cyclists at Hartwells and Hogs Back) was significantly higher than the other lock types (49% versus 14% for both the primary and tertiary locks).

TABLE 60

PARTY COMPOSITION

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	King-ston Mills	Pri-mary	Secon-dary	Ter-tiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Alone	**28**	18	19	5	10	14	49	14
With family only	**48**	58	58	63	60	60	32	51
With friends only	**15**	16	19	21	15	17	11	26
With both family and friends	**9**	9	3	11	15	9	8	9
All others	*****	-	-	*	-	1	-	-

* Less than 0.5%

(Reference: Tabular Report - Table 12
Questionnaire - S1, Qu.5)
(Cross Reference: Tables 11 & 105)

4.2.3 Sex and age of party members

Little difference was apparent for the sex and age breakdown of visitor parties among the different lockstations and lock types.

One exception was the larger proportion of 18 to 34 year old males visiting the Smiths Falls lockstation. This reflects the previous finding that respondents at Smiths Falls tended to be in this younger age category. No significant difference, however, was found among females.

TABLE 61

SEX AND AGE OF PARTY MEMBERS

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total party members (100%)	**4270**	1520	249	218	202	863	1389	499
	%	%	%	%	%	%	%	%
Male	**(49)**	(47)	(54)	(47)	(49)	(50)	(51)	(53)
11 years or younger	**7**	7	7	10	11	9	5	7
12 to 17	**3**	4	6	3	2	3	3	3
18 to 34	**12**	10	17	10	9	11	14	17
35 to 49	**13**	14	15	9	12	12	12	11
50 to 64	**10**	9	7	9	10	9	12	8
65 and older	**4**	4	2	5	5	5	4	7
Female	**(51)**	(53)	(46)	(53)	(51)	(50)	(50)	(48)
11 years or younger	**8**	7	10	8	8	8	8	8
12 to 17	**4**	5	4	4	4	4	4	3
18 to 34	**13**	12	11	9	11	10	15	14
35 to 49	**13**	15	14	11	13	12	11	11
50 to 64	**9**	10	6	11	10	9	9	6
65 and older	**5**	4	2	10	5	6	3	6

(Reference: Tabular Report - Table 11
Questionnaire - S1, Qu.5b)
(Cross Reference: Table 12)

4.2.4 Place of residence

As would be expected, the canal visitor's place of residence varied greatly by the lockstation or lock type visited. Ottawa Locks visitors tended to be local (Ottawa and environs) or from more distant parts of Canada and other countries. Visitors to Smiths Falls and Kingston Mills were more likely to draw visitors from Eastern Ontario (43% and 48% compared to 4% and 25% for Ottawa and Jones Falls visitors). Jones Falls appeared to attract visitors from all over Ontario and Great Lakes States.

By lock type the difference is even more pronounced. The secondary locks, which are mostly in the Ottawa area (Hartwells and Hogs Back), were most likely to be visited by residents of that area (59%). Primary and tertiary locks, on the other hand, were more likely to attract Eastern Ontario residents (45%).

TABLE 62

PLACE OF RESIDENCE

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total unique visitor residences (100%)	**1754**	609	106	84	85	358	584	204
	%	%	%	%	%	%	%	%
Ottawa and environs	**33**	22	16	18	2	18	59	21
Eastern Ontario	**16**	4	43	25	48	36	6	45
Toronto and environs	**9**	9	8	8	9	8	10	5
Great Lakes States	**8**	10	17	21	9	15	2	8
Other U.S.A.	**7**	13	3	7	6	6	1	6
Southwestern Ontario	**5**	7	4	7	10	6	2	2
Western Canada	**5**	10	1	3	6	3	3	3
Other countries	**5**	8	3	4	4	3	2	2
Central Ontario	**3**	2	1	8	5	5	1	8
Montreal and environs	**3**	4	1	1	-	1	4	1
Hull and Western Quebec	**2**	2	1	-	-	1	5	1
Other Quebec	**1**	2	-	-	-	*	2	-

* Less than 0.5%

(Reference: Tabular Report - Table 16
Questionnaire - S1, Qu.5f)
(Cross Reference: Tables 13 & 106)

4.2.5 Place of residence relative to lockstation visited (local vs. non-local)

Visitors to Smiths Falls and Kingston Mills lockstations were more likely to live within a 15 minute drive from the lockstation (42% and 48% respectively) than were visitors to the Ottawa and Jones Falls lockstations (20% and 10% respectively). Also more likely to live near the lockstations were visitors to secondary lockstations (Hartwells and Hogs Back) in general (66% vs. 34% of primary and 45% of tertiary lockstation visitors).

(Reference: Table 63A)

These figures were consistent with the proportions of respondents who considered themselves "local" to the area.

(Reference: Table 63B)

TABLE 63A

WHETHER LIVE WITHIN 15 MINUTE DRIVE OF LOCKSTATION

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Yes	**(43)**	(20)	(42)	(10)	(48)	(34)	(66)	(45)
All year round	**38**	20	38	2	45	29	59	38
At a cottage or seasonal home	**5**	1	4	8	3	5	7	7
No	**(58)**	(80)	(58)	(90)	(52)	(66)	(34)	(55)

(Reference: Tabular Report - Table 13
Questionnaire - S1, Qu.5d)
(Cross Reference: Tables 14A & 108)

TABLE 63B

WHETHER RESPONDENT CONSIDERS SELF LOCAL RESIDENT

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Yes	**(43)**	(26)	(39)	(12)	(49)	(33)	(63)	(44)
All year round	**40**	25	36	5	47	30	58	37
At a cottage or seasonal home	**4**	1	3	7	2	3	5	7
No	**(57)**	(74)	(61)	(88)	(51)	(67)	(37)	(56)

(Reference: Tabular Report - Table 14
Questionnaire - S1, Qu.5e)
(Cross Reference: Tables 14B & 107)

4.3 Lockstation visit

4.3.1 Visit type (main vs. only destination)

Visitors to the Ottawa Locks were more likely to describe their visit as "neither their only nor main destination" of their trip when compared to any of the other lockstation or lock type visitors (86% versus no higher than 61% among other lockstation/type visitors).

TABLE 64

WHETHER VISIT TO LOCKSTATION MAIN OR ONLY DESTINATION

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents stopping in lockstation (100%)	**1245**	464	63	57	53	235	410	136
	%	%	%	%	%	%	%	%
Only destination	**20**	6	26	24	32	28	26	33
Main destination	**14**	8	13	25	23	19	17	18
Neither only nor main destination	**66**	86	61	51	46	53	57	49

(Reference: Tabular Report - Table 45
Questionnaire - S1, Qu.5a & 15b)
(Cross Reference: Tables 15 & 113)

4.3.2 Weekday or weekend visit

No significant differences were found when examining the time of week respondents visited lockstations by the lockstations or lock types visited.

TABLE 65

TIME OF WEEK VISIT OCCURRED

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Weekday	**56**	51	62	52	51	55	62	55
Weekend/holiday	**44**	49	38	48	49	45	38	45

(Reference: Tabular Report - Table 2
Questionnaire - S1, Qu.1)
(Cross Reference: Tables 16 & 114)

4.3.3 Whether visit part of organized tour

No significant differences were found in the level of lockstation visitors who were part of organized tours when examined by the lockstation or lock type visited.

TABLE 66

WHETHER VISIT PART OF ORGANIZED TOUR

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	1581	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Yes	1	1	1	1	3	1	-	1
No	99	99	99	99	97	99	100	99

(Reference: Tabular Report - Table 3
Questionnaire - S1, Qu.2a)
(Cross Reference: Table 17)

4.3.4 Length of visit

The length of time a respondent spent on their lockstation visit varied greatly by the lockstation or lock type visited. Visitors to the Ottawa and Smiths Falls locks tended to stay no more than an hour (70% and 61% respectively), compared to Jones Falls and Kingston Mills visitors who were less likely to be in this category (27% and 19% respectively). Secondary lock visitors were also much more likely to be "short-stay" visitors (85% stayed an hour or less compared to 40% of visitors to primary or secondary locks).

TABLE 67

LENGTH OF VISIT

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
1 to 30 minutes	**43]68**	38]70	32]61	4]27	3]19	17]40	66]85	24]50
31 to 60 minutes	**25]**	32]	29]	23]	16]	23]	19]	26]
Over 1 hour up to 2 hours	**20**	20	30	40	55	36	10	27
Over 2 hours up to 4 hours	**9**	9	5	22	18	16	4	12
Over 4 hours	**3**	1	4	12	8	8	1	11
Average number of minutes+	**73**	67	88	187	132	123	41	116

+ Averages based on actuals

(Reference: Tabular Report - Table 18
Questionnaire - S1, Qu.7a)
(Cross Reference: Tables 18 & 115)

4.3.5 Nature of visit (visitor vs. entrant)

Visitors to Smiths Falls lockstation were less likely to have stopped in the lockstation during their visit than were visitors to the other lockstations examined (66% at Smiths Falls compared to 90% of Ottawa visitors and 87% of Jones Falls and Kingston Mills visitors).

Similar results were reported among the lock type groups where visitors to the secondary locks were less likely to stop in the lockstations than their primary and tertiary counterparts (70% vs. 80% for both latter lock types). The evidence of joggers and cyclists who would be passing through rather than "using" the station appears again in these results.

TABLE 68A

WHETHER STOPPED ANYWHERE IN LOCKSTATION

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	1581	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Yes	80	90	66	87	87	80	70	80
No	21	10	35	13	13	21	30	20

(Reference: Tabular Report - Table 20
Questionnaire - S1, Qu.8)
(Cross Reference: Table 19A)

Those respondents who had stopped at Jones Falls or Kingston Mills lockstation almost exclusively considered themselves to be visitors to the lockstation rather than just passing through (99% and 98% respectively). The finding represents a significantly higher level than that expressed by Ottawa and Smiths Falls visitors (80% and 78% respectively considered themselves visitors rather than just passing through).

By lock type, the proportion of those considering themselves visitors was significantly higher for primary and tertiary lock visitors (92% and 87% respectively) as compared to those visiting secondary locks (57%); further evidence of the large proportion of cyclists and joggers at Hartwells and Hogs Back.

TABLE 68B

RESPONDENT CONSIDERS THEMSELF ...

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents stopping in lockstation (100%)	**1245**	464	63	57	53	235	410	136
	%	%	%	%	%	%	%	%
A visitor to lockstation	**75**	80	78	99	98	92	57	87
Passing through to get from one point to another	**25**	20	22	1	2	8	43	14

(Reference: Tabular Report - Table 46
Questionnaire - S1, Qu.16)
(Cross Reference: Table 19C)

4.3.6 Decision making time

Visitors to lockstation located in relatively populated areas were more likely to have visited the locks on the spur of the moment when passing by than were visitors to more isolated lockstations. Almost half of the visitors to the locks at Ottawa and Smiths Falls, and the secondary locks in general (many of which are in urban settings), had made their decision to visit on the spur of the moment. This compares to only 15% of Jones Falls visitors, 16% of Smiths Falls visitors and 29% and 38% respectively for primary and tertiary lockstation visitors.

On the other hand, visitors to Jones Falls were the most likely to have planned their visits more than two weeks in advance (22% vs. no more than 10% for any other lockstation or lock type visitors).

TABLE 69

WHEN DECISION WAS MADE TO VISIT LOCKSTATION

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents stopping in lockstation (100%)	**1245**	464	63	57	53	235	410	136
	%	%	%	%	%	%	%	%
Spur of the moment when passing by	**42**	46	48	15	16	29	47	38
Same day as visit	**28**	24	33	34	40	37	28	26
Day before visit	**15**	15	9	17	24	15	13	18
2 to 6 days before visit	**7**	7	2	11	10	7	4	10
1 to 2 weeks before visit	**1**	1	1	2	6	3	*	2
Over 2 weeks before visit	**7**	7	7	22	4	10	8	6
Don't know	*****	*	-	-	-	-	-	-

* Less than 0.5%

(Reference: Tabular Report - Table 21
Questionnaire - S1, Qu.9)
(Cross Reference: Tables 20 & 116)

4.3.7 Activities participated in

The activities respondents took part in during their lockstation visits varied greatly by the lockstation visited. At Jones Falls and Kingston Mills, visitors were much more likely to watch boats going through locks, look at nature and be with friends and relatives than visitors to the Ottawa and Smiths Falls locks. At Jones Falls another significantly higher level of mentions were made for walking and hiking. Picnicking, on the other hand, was more popular at Kingston Mills than at the other lockstations examined.

Visitors to the Ottawa Locks, however, were more likely to mention going on boat tours during their lockstation visit. This no doubt reflects the fact that the main tour boat operation on the Rideau Canal is based in Ottawa.

Smiths Falls visitors reported low levels of mentions for visiting exhibits, museums and attending interpretive talks; a factor of the availability of these services at the lockstation.

Respondent activities also varied depending on the lock type visited. Primary lockstations were more likely to have visitors watching boats, sightseeing, learning about the canal, as well as visiting historic features, exhibits, museums and interpretive talks.

Secondary lockstations were characterized by high levels of cycling (36%).

Tertiary lock visitors are characterized as being more likely to look at nature, picnic, fish and swim.

Jogging, known to be a popular activity at Hartwells and Hogs Back, was not mentioned as an activity in this question. There are two possible reasons for this; joggers may have been less likely to stop and participate when approached or as they saw themselves as non-visitors they may not have considered jogging as an "other" possibility (perhaps we would have seen different results if "jogging" had been precoded).

(Reference: Table 70)

TABLE 70

ACTIVITIES TOOK PART IN DURING VISIT**

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents stopping in lockstation (100%)	1245	464	63	57	53	235	410	136
	%	%	%	%	%	%	%	%
Watching boats going through lock	76	69	79	95	93	88	79	75
Sightseeing	48	66	52	63	48	50	31	32
Walking/hiking	46	52	53	63	52	50	39	45
Looking at nature	37	30	33	56	49	44	36	56
Learning about the canal	34	45	34	45	44	39	22	26
Being with friends or relatives	30	31	34	43	50	40	21	36
Visiting historic features	20	32	10	35	18	20	11	8
Visiting exhibits, museums/ attending interpretive talks	18	33	10	26	25	18	6x	4x
Picnicking	16	9	21	20	34	27	10	34
Going on boat tours	11	28	1	1	1	1	1	2
Cycling	15	8	4	-	2	2	36	2
Sunbathing	6	2	11	13	9	11	6	14
Fishing	4	-	-	9	10	7	2	15
Swimming	3	-	5	18	5	8	1	13
Attending a special event/ festival	2	2	6	1	-	2	2	3
Field sports	1	-	-	-	1	*	*	4
Scuba diving/snorkeling	1	-	-	2	-	1	-	4
Shopping	*	-	-	-	-	*	*	-
Other	4	3	3	1	1	3	4	9
None of the above	1	1	4	1	-	2	2	1

** Multiple mentions
* Less than 0.5%
x No service/facility for that activity at this lockstation

(Reference: Tabular Report - Table 23
Questionnaire - S1, Qu.11)
(Cross Reference: Tables 21 & 99B)

4.3.8 Trip purpose

When asked to pinpoint the main reason for their visit, visitors to the Ottawa locks focussed on sightseeing, watching boats, or going on boat tours. At Smiths Falls, and Jones Falls, however, the key activity mentioned by at least half of the visitors was watching the boats going through the locks. While this activity was also mentioned frequently among Kingston Mills visitors, another popular main activity was picnicking.

Visitors to the primary locks were also quite often (47%) visiting to watch the boats locking through. Secondary lock visitors, however, had almost equal interests in walking or hiking, and cycling as they had for watching the boats. Tertiary lock visitors, as well as watching the boats, showed a high level of respondents whose main reason for their visit was picnicking.

TABLE 71

TRIP PURPOSE**

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents stopping in lockstation (100%)	**1245**	464	63	57	53	235	410	136
	%	%	%	%	%	%	%	%
Watching boats going through lock	**28**	22	50	57	40	47	24	33
Sightseeing	**16**	28	17	18	17	16	4	10
Walking/hiking	**12**	7^x	6^x	2^x	2^x	4^x	24	8^x
Cycling	**11**	6	-	-	2	1	25	-
Picnicking	**7**	3	8	5	19	14	4	21
Going on boat tours	**7**	20	-	-	-	*	-	*
Learning about the canal	**6**	8	1	7	*	4	4	6
Being with friends or relatives	**4**	1	6	6	11	7	4	9
Looking at nature	**4**	2^x	3	4	6	5	6	4
Visiting exhibits, museums/ attending interpretive talks	**2**	5	-^{x}	3	4	2	*	-
Visiting historic features	**2**	5	-	3	-	2	*	1
Fishing	**1**	-^{x}	-	1	7	3	1	4
Swimming	**1**	-^{x}	3	9	3	4	*^{x}	4
Sunbathing	**1**	-	1	1	-	1	2	1
Attending a special event/ festival	**1**	*	4	-	-	1	2	*
Shopping	*****	*	-	-	-	*	*	-
Other	**3**	2	2	1	-	2	4	8
None	**2**	1	4	1	-	2	2	3
Don't know	*****	*	-	-	-	-	-	-

** Multiple mentions
* Less than 0.5%
x No service/facility for that activity at this lockstation

(Reference: Tabular Report - Table 24
Questionnaire - S1, Qu.12)
(Cross Reference: Table 22)

4.3.9 Lockstation services and facilities used during visit

The use of specific services and facilities provided at lockstations was dependent upon what was available at the lockstation itself in the surrounding area.

Compared to visitors to other stations, those at the Ottawa Locks reportedly were less likely to use such basic services as washrooms, garbage cans, picnic tables, and benches. This may be attributed to the finding that 20% reported just passing through (Table 68B). Parking, on the other hand, was not used by visitors as it is not available.

While visitors at Smiths Falls were more likely to use all the basic facilities than reported for Ottawa, they were less likely to use lockstation services. Smiths Falls visitors reported low levels of use for outdoor and indoor exhibits and displays, on-site direction signs to facilities and interpretive talks or demonstrations. In Table 68B, 22% of the visitors reported that they were just passing through, possibly a factor in the lower levels of usage.

Visitors to Jones Falls and Kingston Mills were differentiated from other visitors by their tendency to use facilities such as walking paths, washrooms, and benches as well as the outdoor exhibits and displays provided at the lockstations. In the case of the last two facilities, availability is the key.

Primary lock visitors had particularly high levels of mentions for using the interpretive services provided at the lockstations such as outdoor and indoor exhibits, information brochures, and on-site direction signs.

Secondary lock visitors were less likely than other visitors to use the basic facilities provided by the lockstations including washrooms, garbage cans, picnic tables, and parking facilities. This may be related to the short length of stay reported by this group of visitors.

Tertiary lock visitors showed relatively low levels of service use, perhaps because of the lower availability of interpretation services such as exhibits, displays, and directional signs at the smaller lockstations.

(Reference: Table 72)

TABLE 72

LOCKSTATION SERVICES/FACILITIES USED DURING VISIT**

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	King-ston Mills	Pri-mary	Secon-dary	Ter-tiary
Total respondents stopping in lockstation (100%)	1245	464	63	57	53	235	410	136
	%	%	%	%	%	%	%	%
Walking path	70	77[x]	62[x]	86	78[x]	71[x]	65	56[x]
Washroom	37	35	46	64	56	56	25	52
Garbage can	35	33	41	46	47	46	29	45
Picnic table	32	22	38	38	55	47	26	59
Parking facilities	29	6[x]	49	55	78	62	26	65
Bench	29	18	31	55	39	39	35	28
Outdoor exhibit/display	26	31	29	54	45	37	18	13
Information brochures	24	27	34	45	31	35	16	26
Indoor exhibit/display	18	32	4	31	31	19	6	1
On-site direction signs to facilities	15	21	16	36	24	23	6	12
Drinking water	15	19	5	18	10	10	14	15
Interpretive talk/demonstration	6	8	7	15	13	11	*[x]	9[x]
Lockmaster's office	6	5	4	17	13	10	2	15
Public telephone	2	2[x]	1[x]	7	1[x]	3	1[x]	3
Barbecue	1	1[x]	1	1	1	1	*	9
Facilities for the disabled	1	1[x]	-[x]	1	1[x]	1	-	2
None of the above	6	5	9	1[x]	1	4	11	3

** Multiple mentions

* Less than 0.5%

x No service/facility for that activity at this lockstation

(Reference: Tabular Report - Table 22
Questionnaire - S1, Qu.10)
(Cross Reference: Tables 23 & 117)

4.4 Evaluation of lockstation

4.4.1 Satisfaction with specific attributes of lockstation

In most cases, little variation in attribute ratings appeared when examined by lockstation and lock type visited. The key exceptions tended to be in the specific facilities available rather than the conditions of the lockstation.

The main variance was in the ratings given for the Ottawa Locks. On various attributes, including the availability of picnic tables, barbecues, parking, benches, direction signs, and facilities for the disabled, as well as visitor safety, and quality of parking, the Ottawa Lock's scores were lower than for other lockstations or lock types.

Other problem areas were less pronounced but included a low rating for facilities for the disabled at Kingston Mills lockstation and the secondary and tertiary locks overall. The secondary and tertiary locks were also scored lower on highway and road direction signs.

(Reference: Table 73)

TABLE 73

LOCKSTATION SATISFACTION - SPECIFIC ATTRIBUTES

(Mean scores+)

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents stopping in lockstation (100%)	**1245**	464	63	57	53	235	410	136
Cleanliness of picnic areas	**3.8**	3.8	3.7	3.9	3.9	3.9	3.8	3.9
Appearance of lockstations, buildings and grounds	**3.8**	3.8	3.7	3.9	3.9	3.9	3.8	3.9
Ease of identifying canal staff	**3.8**	3.8	3.8	3.9	3.9	3.8	3.7	3.8
Helpfulness of canal staff	**3.8**	3.8	3.7	3.9	3.8	3.8	3.8	3.8
Condition of trails and walking paths	**3.7**	3.8	3.8	3.7	3.7	3.7	3.7	3.7
Cleanliness of washrooms	**3.7**	3.6	3.6	3.7	3.7	3.7	3.7	3.9
Facilities provided in washrooms	**3.7**	3.6	3.6	3.7	3.7	3.7	3.7	3.7
Availability of picnic tables	**3.6**	3.4	3.7	3.6	3.7	3.7	3.6	3.8
Visitor safety	**3.4**	3.2	3.6	3.5	3.4	3.5	3.5	3.6
Availability of barbecues	**3.4**	3.1	3.5	3.5	3.4	3.4	3.6	3.3
Quality of parking facilities	**3.4**	2.6	3.7	3.4	3.6	3.6	3.5	3.7
Availability of parking	**3.3**	2.3	3.7	3.4	3.7	3.6	3.4	3.7
Availability of benches	**3.2**	3.0	3.5	3.4	3.5	3.4	3.2	3.4
Highway/road direction signs	**3.1**	3.1	3.3	3.5	3.4	3.4	3.0	3.0
Availability of facilities for the disabled	**2.9**	2.9	3.4	3.5	3.0	3.3	2.7	2.7

+ Based on a 4 point scale where "1" means "not at all satisfied" and "4" means "very satisfied"

(Reference: Tabular Report - Tables 25-39
Questionnaire - S1, Qu.13a)
(Cross Reference: Tables 24 & 118)

4.4.2 Overall satisfaction with lockstation

For overall satisfaction ratings no significant differences appeared when comparing the lockstations and lock types analyzed. Visitors tended to give high ratings for all locks involved.

TABLE 74

OVERALL SATISFACTION WITH LOCKSTATION

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	King-ston Mills	Pri-mary	Secon-dary	Ter-tiary
Total respondents stopping in lockstation (100%)	1245	464	63	57	53	235	410	136
	%	%	%	%	%	%	%	%
Very satisfied	74	73	66	82	81	78	71	79
Somewhat satisfied	25	26	31	18	19	21	29	21
Not very satisfied	1	1	2	-	-	1	-	-
Not at all satisfied	*	*	-	-	-	-	-	-
Mean score+	3.7	3.7	3.6	3.8	3.8	3.8	3.7	3.8

+ Based on a 4 point scale where "1" means "not at all satisfied" and "4" means "very satisfied"

* Less than 0.5%

(Reference: Tabular Report - Table 40
Questionnaire - S1, Qu.13b)
(Cross Reference: Table 25)

4.4.3 Enjoyability of visit to lockstation

Ratings for overall enjoyment of the lockstation visit were high across all lockstations and lock types examined.

TABLE 75

ENJOYABILITY OF VISIT TO LOCKSTATION

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	King-ston Mills	Pri-mary	Secon-dary	Ter-tiary
Total respondents stopping in lockstation (100%)	1245	464	63	57	53	235	410	136
	%	%	%	%	%	%	%	%
Very enjoyable	81	80	81	93	88	87	80	77
Somewhat enjoyable	19	20	19	7	12	13	20	23
Not very enjoyable	*	*	-	-	*	*	-	-
Not at all enjoyable	*	*	-	-	-	-	-	-
Mean score+	3.8	3.8	3.8	3.9	3.9	3.9	3.8	3.8

+ Based on a 4 point scale where "1" means "not at all enjoyable" and "4" means "very enjoyable"

* Less than 0.5%

(Reference: Tabular Report - Table 41
Questionnaire - S1, Qu.14a)
(Cross Reference: Table 26)

4.4.4 Likelihood of visiting this/other lockstation again

While visitors indicated that they were quite likely to visit lockstations along the Rideau Canal again, those having visited the Ottawa Locks were significantly less inclined to do so. This finding is not surprising given that many of the visitors to the Ottawa Locks are from distant areas and may have felt that they would not have an opportunity to visit again.

TABLE 76

LIKELIHOOD OF VISITING THIS/OTHER LOCKSTATION ON CANAL AGAIN

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents stopping in lockstation (100%)	**1245**	464	63	57	53	235	410	136
	%	%	%	%	%	%	%	%
Very likely	**68**	52	81	89	73	82	74	84
Somewhat likely	**21**	27	13	7	21	12	24	9
Not very likely	**8**	16	6	1	5	4	2	5
Not at all likely	**2**	5	-	3	2	2	*	2
Don't know	*	*	-	-	-	-	-	-
Mean score+	**3.6**	3.3	3.7	3.8	3.7	3.7	3.7	3.8

+ Based on a 4 point scale where "1" means "not at all likely" and "4" means "very likely"
* Less than 0.5%

(Reference: Tabular Report - Table 42
Questionnaire - S1, Qu.14b)
(Cross Reference: Table 27)

4.5 Trip characteristics

4.5.1 Main form of transportation

Virtually all Jones Falls and Kingston Mills visitors were travelling by car, truck or van (94% as compared to 58% of Ottawa visitors and 76% of those visiting Smiths Falls). At the Ottawa and Smiths Falls locks other popular forms of transportation included travelling by foot (24% and 19% respectively) or by bicycle (8% and 3%).

Visitors to the primary and tertiary locks were also quite likely to be travelling by car (87% and 91% respectively), whereas visitors to the secondary locks were significantly less likely to do so (27%). Among the latter group bicycle was the preferred form of transportation (44%) followed by walking (28%). This no doubt stems from the paths that attract pedestrians and cyclists through many of the secondary lockstations notably Hartwells and Hogs Back.

TABLE 77

MAIN FORM OF TRANSPORTATION DURING TRIP

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Car/truck/van	**55**	58	76	94	94	87	27	91
On foot	**21**	24	19	2	1	9	28	3
Bicycle	**20**	8	3	-	4	2	44	1
Other	**5**	10	1	4	1	2	1	5

(Reference: Tabular Report - Table 47
Questionnaire - S2, Qu.1)
(Cross Reference: Tables 28 & 120)

4.5.2 Duration of trip

Overall, the longest trips were made by Ottawa Locks visitors, with an average of 6 nights away from home, followed by Jones Falls lockstation visitors at an average of 4 nights. Visitors to Smiths Falls and Kingston Mills were more likely to be on day trips (67% spending no nights away from home) and, on average, were away from home for only 2 nights.

Visitors to the primary and tertiary locks tended to be on longer trips than visitors to the secondary locks (2.6 and 2.5 nights as compared to 1.3 nights). The 86% of secondary lockstation visitors who were not on an overnight trip are most likely the cyclists, joggers and walkers that have been identified in previous findings.

TABLE 78

NUMBER OF NIGHTS SPENT AWAY FROM HOME ON TRIP

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
None	**65**	39	67	37	67	62	86	77
1 to 7	**24**	39	25	52	25	28	10	17
8 to 14	**6**	11	6	6	7	7	3	3
15 or more	**5**	11	3	5	2	3	1	4
Mean number of nights+	**3.2**	6.0	2.2	4.0	2.0	2.6	1.3	2.5

+ Means based on actuals

(Reference: Tabular Report - Table 48
Questionnaire - S2, Qu.2a)
(Cross Reference: Tables 29 & 121)

4.5.3 Accommodation

Visitors to the larger, urban area locks were more likely to stay in hotels, motels and lodges, than those visiting the smaller locks. Ottawa locks visitors had the highest likelihood of staying in hotels, motels and lodges (73%) followed by Smiths Falls visitors (63%). Jones Falls and Kingston Mills visitors were significantly less likely to use such accommodations (42% and 40% respectively) but were more likely to use campgrounds and trailer parks (29% and 31% as compared to only 14% and 17% among Ottawa and Smiths Falls lockstation visitors).

By lock type, visitors to the larger primary locks were again more likely to stay in hotels or motels (46%) than were visitors to the smaller lockstations (28% of secondary visitors and 32% of tertiary visitors). The secondary and tertiary lock visitors were more likely to stay at year round residences owned by family or friends (30% and 28% respectively as compared to 16% of primary lock visitors). Also a notable proportion of those at the secondary stations (notably Hartwells and Hogs Back) were staying at university or college residences (16%).

TABLE 79

ACCOMMODATION DURING TRIP**

		MAIN LOCKSTATION				VISITOR LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents taking trip lasting one night or more (100%)	**573**	330	34*	42*	21*	117	84	43*
	%	%	%	%	%	%	%	%
Hotel/motel/lodge	**57**	73	63	42	40	46	28	32
Year round residence (owned by family/friend)	**23**	23	16	10	28	16	30	28
Campground/trailer park	**16**	14	17	29	31	27	9	22
Seasonal cottage (owned by self/family/friend)	**7**	2	15	16	11	14	9	21
University/college residence	**4**	2	5	-	2	2	16	-
Rented cottage/cabin	**3**	1	8	4	-	5	4	11
Other	**2**	2	2	4	-	3	5	-

* Note small base
** Multiple mentions

(Reference: Tabular Report - Table 49
Questionnaire - S2, Qu.2a)
(Cross Reference: Tables 30 & 122)

4.5.4 Intra-canal use

In general, most canal visitors did not visit nor plan to visit more than one lockstation on the canal. This was particularly the case among Ottawa, Smiths Falls and Kingston Mills lockstation visitors (91%, 87% and 92% respectively). Among Jones Falls visitors, however, only 65% did not plan to visit any other lockstation while 12% felt they would visit one other, 15% planned to visit two others and 8% planned to visit three other lockstations along the canal during their trip.

By lock type, visitors to the primary locks were least likely to visit any other lockstations (81% planned to visit no others) followed by secondary (76%) and tertiary lock visitors (68%).

TABLE 80

NUMBER OF OTHER LOCKSTATIONS VISITED OR PLANNED ON TRIP

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	1581	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
No others	81	91	87	65	92	81	76	68
1	12	6	7	12	[illegible]	9	19	14
2	4	2	3	15	-	6	4	6
3	2	1	2	8	2	3	1	8
4 or more	1	1	1	-	3	1	1	5

(Reference: Tabular Report - Table 50
Questionnaire - S2, Qu.3)
(Cross Reference: Tables 31 & 123)

4.5.5 Services and facilities used away from lockstation

The highest incidence of restaurant use in the area around the lockstations was reported by visitors to the Ottawa Locks (56% as compared to 39%, 53% and 38% for visitors to Smiths Falls, Jones Falls, and Kingston Mills respectively). Ottawa visitors also reported high levels of use for museums and galleries, as well as boat tours. Interestingly, only one in six visitors to the Ottawa Locks utilize nearby gas stations and grocery/variety stores.

Other facilities which were particularly popular at certain lockstations included snack bars in the area around Jones Falls, gas stations in the vicinity of Smiths Falls and Kingston Mills, and campgrounds close to Kingston Mills.

When compared to secondary and tertiary lock visitors, visitors to primary lockstations tended to have higher usage levels for restaurants, souvenir and gift shops, as well as hotels, motels and lodges. Particularly low levels of usage for gas stations and grocery or variety stores were found among secondary lock visitors.

TABLE 81

SERVICES AND FACILITIES USED IN THE AREA SURROUNDING THE LOCKSTATION**

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Restaurants	**39**	56	39	43	38	38	22	28
Snack bars	**29**	31	16	51	14	28	30	17
Museums/galleries	**27**	46	16	14	28	18	14	11
Souvenir/gift shop	**22**	36	22	30	25	24	7	11
Hotels/motels/lodges	**21**	36	22	31	15	20	5	13
Gas stations	**19**	16	41	23	38	32	10	42
Grocery/variety store	**19**	16	33	29	46	34	11	30
Boat tours	**19**	38	10	3	9	6	7	3
Guided walking tours	**7**	12	5	6	7	5	2	10
Campground	**7**	5	7	11	19	12	7	7
Boat rental	**5**	2	9	6	5	7	7	5
Movie/live theatre	**4**	5	2	2	5	2	1	7
Recreational/sporting equipment shop	**3**	2	5	6	7	7	2	8
Picnic area	**2**	*	1	-	-	1	3	5
Other	**15**	8	12	4	3	7	28	13
None	**11**	4	7	2	17	9	20	11

** Multiple mentions
* Less than 0.5%

(Reference: Tabular Report - Table 52
Questionnaire - S2, Qu.4)
(Cross Reference: Tables 32 & 124)

4.5.6 Activities took part in away from lockstation

Participation in activities away from lockstation in many ways paralleled, those activities participated in at the lockstation. At the Ottawa Locks sightseeing, visiting sights and attractions and going on boat tours were again popular activities. One other popular activity that was not available on-site was shopping.

Visitors to Jones Falls again reported higher levels of participation in such outdoors activities as looking at nature, swimming, sunbathing and fishing.

No particularly high levels of participation in specific activities were reported by visitors to Smiths Falls and Kingston Mills.

Particularly popular among primary lock visitors were activities such as visiting sights and attractions as well as shopping. Tertiary lock visitors, on the other hand, were more likely than other visitors to be fishing.

Interestingly, visitors to the secondary locks reported low levels of sightseeing, being with friends and relatives, picnicking and swimming. This may be a result of the pass through nature of visits to the secondary locks (Hartwells and Hogs Back).

(Reference: Table 82)

TABLE 82

ACTIVITIES TOOK PART IN AWAY FROM LOCKSTATION**

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	1581	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Sightseeing	52	76	47	60	59	52	30	45
Walking/hiking	45	54	44	55	41	43	39	39
Looking at nature	43	41	38	60	45	46	42	48
Being with friends/relatives	41	45	40	49	51	46	33	46
Visiting sights and attractions	33	62	30	25	31	28	12	19
Shopping	33	54	42	37	28	35	15	22
Learning about the canal	24	29	21	33	22	25	18	22
Picnicking	18	17	17	26	29	25	12	33
Swimming	16	18	12	37	23	21	9	24
Boat tours	15	29	9	11	10	9	8	6
Sunbathing	15	11	10	28	18	18	15	21
Fishing	9	4	6	23	12	13	4	30
Camping	7	8	6	20	12	12	3	8
Work	3	1	-	-	-	*	6	1
Cycling	3	1	1	-	2	1	6	-
Water skiing	2	1	3	3	2	3	2	4
Field sports	2	2	2	2	1	2	2	3
Other	6	4	7	8	1	6	6	14
None	2	*	-	-	7	2	3	-

** Multiple mentions
* Less than 0.5%

(Reference: Tabular Report - Table 53
Questionnaire - S2, Qu.5)
(Cross Reference: Table 33)

4.5.7 Trip expenditures

Total trip expenditures varied greatly by lockstation. Of the four primary stations examined, expenditures were highest among visitors to the Ottawa Locks (an average of $473.60) followed by visitors to Jones Falls ($349.17), Kingston Mills ($252.46) and Smiths Falls ($142.07). The expenditures which differentiated visitors most were for meals and refreshments as well as accommodation.

Tertiary lock visitors had the highest expenditures ($515.73) of all lock type visitors including those visiting the Ottawa Locks. Again, the differentiating factors were meals, refreshments and accommodations as well as vehicle maintenance and repair. Primary and secondary lock visitors had expenditures well below those of visitors to the other lock types ($250.38 and $148.03 respectively), indicative of the higher proportion of those just passing through at Hartwells and Hogs Back (cyclists, joggers, students and walking etc.).

(Reference: Table 83)

TABLE 83

TOTAL TRIP EXPENDITURES
BY TYPE

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	King-ston Mills	Pri-mary	Secon-dary	Ter-tiary
Total respondents providing expenditure information (100%)	**1253**	447	91	60	50	253	419	134
	%	%	%	%	%	%	%	%
Meals and refreshments								
$0	**28**	10	41	9	41	31	43	35
$1 - $50	**44**	44	42	47	35	45	41	50
Over $50	**28**	45	17	43	24	24	16	14
Don't know	*****	1	*	1	-	*	-	1
Mean dollars+	**90.23**	137.43	34.94	92.66	53.70	54.39	57.05	104.29
Accommodation								
$0	**70**	49	75	53	74	71	87	83
$1 - $200	**18**	29	18	36	18	21	7	7
Over $200	**12**	22	7	11	8	8	6	10
Mean dollars+	**95.03**	146.24	50.20	76.93	112.83	68.97	37.32	154.09
Gasoline								
$0	**52**	47	56	35	38	43	69	27
$1 - $50	**38**	39	36	55	48	47	26	57
Over $50	**10**	14	8	10	14	10	5	16
Mean dollars+	**25.66**	35.81	16.66	31.63	24.80	25.60	11.90	34.97
Vehicle maintenance and repair								
$0	**95**	95	97	97	92	96	97	90
$1 - $50	**3**	3	3	2	6	3	3	5
Over $50	**2**	2	-	1	2	1	-	5
Mean dollars+	**23.04**	27.23	0.53	3.18	2.78	18.48	0.61	87.99
Transportation								
$0	**82**	68	87	91	91	91	87	93
$1 - $50	**13**	24	10	8	8	8	7	4
Over $50	**5**	8	3	1	1	1	6	3
Mean dollars+	**24.41**	27.37	15.10	2.76	14.06	9.93	14.98	71.52

TABLE 83 (cont'd)

TOTAL TRIP EXPENDITURES
BY TYPE

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents providing expenditure information (100%)	1253	447	91	60	50	253	419	134
	%	%	%	%	%	%	%	%
Recreation/ entertainment								
$0	74	58	83	78	70	80	85	79
$1 - $50	18	24	11	17	15	13	14	17
Over $50	8	18	6	5	15	7	1	4
Mean dollars+	18.37	35.21	8.17	1.64	21.13	11.45	7.23	10.14
Souvenirs/gifts								
$0	66	46	72	60	69	69	82	77
$1 - $50	24	35	26	35	20	25	14	22
Over $50	10	19	4	5	11	6	4	1
Mean dollars+	23.56	39.83	10.98	16.75	14.44	19.34	13.82	7.69
Other expenses								
$0	84	76	85	74	87	83	94	83
$1 - $50	11	16	11	15	9	12	5	13
Over $50	5	8	4	11	4	5	1	4
Mean dollars+	23.78	24.48	5.49	113.62	8.72	42.22	5.12	45.04
TOTAL MEAN DOLLARS+	324.08	473.60	142.07	349.17	252.46	250.38	148.03	515.73

+ Means based on actual dollars
* Less than 0.5%

(Reference: Tabular Report - Tables 54-62
Questionnaire - S2, Qu.6a)
(Cross Reference: Table 34a)

4.6 Evaluation of the canal

4.6.1 Lockstation services and facilities ever used

The facilities and services provided at lockstations were generally well used with the exception of comparatively low usage levels for the washrooms, picnic tables, parking facilities and lock master's office at the Ottawa Locks. Visitors to Smiths Falls also showed a lower likelihood for using walking paths, and outdoor or indoor exhibits and displays.

Visitors to Jones Falls and Kingston Mills, on the other hand, were more likely to use certain facilities including garbage cans, benches, and parking facilities. Jones Falls visitors were also much more likely to use the services offered at the lockstation including information brochures, outdoor exhibits and displays, on-site direction signs to facilities and interpretive talks and demonstrations

When examining the overall lock groupings, it becomes apparent that the visitors to the secondary locks are much less likely to have used the services and facilities available at some time than were visitors to the primary and tertiary locks. The relatively high proportion of students, cyclists and those on foot at Hartwells were evident here in that their need for such facilities is much less than for the usual type of lock visitor. This holds true for the use of washrooms, information brochures, parking facilities, on-site direction signs to facilities, the lockmaster's office and interpretive talks or demonstrations.

These findings reflect both the availability of services and facilities at the different lockstations and the basic differences between the visitor groups.

(Reference: Table 84)

TABLE 84

LOCKSTATION SERVICES/FACILITIES EVER USED**

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Walking path	**82**	86	72	95	90	83	80	75
Garbage can	**70**	59	63	81	79	75	74	82
Washroom	**65**	54	82	88	80	84	61	86
Picnic table	**61**	38	66	66	77	73	67	89
Bench	**61**	48	52	86	68	67	67	67
Information brochures	**50**	49	43	76	57	57	46	57
Parking facilities	**48**	25	53	72	92	73	45	82
Outdoor exhibit/display	**47**	50	40	67	56	51	45	41
Drinking water	**46**	41	32	50	35	39	51	52
On-site direction signs to facilities	**38**	42	34	62	47	45	29	44
Indoor exhibit/display	**34**	44	23	54	46	38	27	23
Lockmaster's office	**19**	11	28	33	27	27	17	36
Interpretive talk/ demonstration	**14**	16	15	33	23	22	7	24
Public telephone	**13**	8	13	20	16	16	15	19
Barbecue	**12**	5	17	7	12	13	16	21
Facilities for the disabled	**2**	1	2	3	3	3	2	2
None of the above	**2**	3	2	1	1	1	4	*

** Multiple mentions
* Less than 0.5%

(Reference: Tabular Report - Table 69
Questionnaire - S3, Qu.3a)
(Cross Reference: Table 35)

4.6.2 Importance of services and facilities at lockstations

Respondents visiting the different lockstations tended to give similar ratings for the different services and facilities provided at the lockstations. The few exceptions included somewhat lower ratings of parking facilities, picnic table, barbecues and interpretive talks or demonstrations by Ottawa lockstation visitors. Also, Smiths Falls visitors were inclined to give lower ratings for drinking water (as did Kingston Mills visitors), and facilities for the disabled.

Jones Falls visitors gave somewhat higher ratings than other visitors for the indoor exhibits or displays provided at the lockstation.

Visitors to the primary locks gave higher ratings for information brochures while those visiting the secondary and tertiary locks gave slightly lower ratings on certain services and facilities.

(Reference: Table 85)

TABLE 85

IMPORTANCE RATINGS FOR LOCKSTATION SERVICES/FACILITIES

(Mean scores+)

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
Garbage cans	**2.9**	2.9	2.8	2.9	2.9	2.8	2.8	2.8
Washrooms	**2.8**	2.9	2.8	2.9	2.9	2.9	2.7	2.8
Walking paths	**2.8**	2.9	2.6	2.8	2.7	2.7	2.8	2.4
Drinking water	**2.7**	2.8	2.6	2.9	2.6	2.7	2.7	2.7
Benches	**2.7**	2.7	2.7	2.8	2.7	2.7	2.7	2.5
Parking facilities	**2.6**	2.5	2.8	2.8	2.9	2.8	2.6	2.8
On-site direction signs to facilities	**2.6**	2.7	2.6	2.8	2.6	2.6	2.4	2.5
Facilities for the disabled	**2.6**	2.6	2.4	2.6	2.6	2.5	2.6	2.4
Picnic tables	**2.5**	2.4	2.7	2.6	2.6	2.7	2.5	2.6
Information brochures	**2.5**	2.6	2.5	2.7	2.5	2.5	2.3	2.3
Outdoor exhibits/displays	**2.3**	2.4	2.3	2.5	2.3	2.3	2.2	2.1
Public telephones	**2.2**	2.2	2.3	2.3	2.2	2.2	2.3	2.2
Indoor exhibits/displays	**2.1**	2.2	2.2	2.4	2.2	2.2	2.0	2.1
Lockmaster's office	**2.1**	2.1	2.3	2.3	2.1	2.2	2.0	2.1
Interpretive talk or demonstration	**2.0**	1.2	2.1	2.2	2.1	2.1	1.9	2.0
Barbecues	**1.8**	1.6	2.0	1.9	2.0	2.0	1.7	1.9

+ Based on a 3 point scale where "1" means "not important" and "3" means "very important"

(Reference: Tabular Report - Tables 70-85
Questionnaire - S3, Qu.3b)
(Cross Reference: Table 36b)

4.6.3 Services and facilities ever used away from lockstation

Both Ottawa and Jones Falls lockstation visitors were more likely to use amenities such as restaurants, souvenir or gift shops and hotels, motels or lodges, than were visitors to Smiths Falls and Kingston Mills lockstations. Further, visitors to Ottawa were more likely to use museums and galleries, while Jones Falls visitors were more likely to use snack bars and grocery or variety stores, compared to other lockstation visitors.

When comparing visitors by lock types, those visiting the secondary locks reported lower levels of use for such facilities as grocery or variety stores, hotels, motels or lodges and gas stations, while reporting higher levels of use for boat rentals. This again was a strong indication of those just passing through at Hartwells and Hogs Back.

TABLE 86

SERVICES/FACILITIES EVER USED IN SURROUNDING AREA ON ANY LOCKSTATION VISIT**

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	King-ston Mills	Pri-mary	Secon-dary	Ter-tiary
Total respondents (100%)	**1581** **%**	529 %	97 %	65 %	64 %	295 %	589 %	168 %
Restaurant	**57**	67	44	75	49	55	52	52
Snack bar	**49**	45	36	77	42	49	54	48
Museum/gallery	**42**	61	25	39	31	33	33	31
Grocery/variety store	**35**	25	42	58	50	50	31	54
Souvenir/gift shop	**31**	45	24	55	30	35	18	26
Hotel/motel/lodge	**24**	41	25	37	19	25	9	17
Campground	**17**	10	12	23	23	19	21	21
Gas station	**15**	14	30	20	25	25	7	28
Boat rental	**14**	8	10	13	5	10	22	14
Movie/live theatre	**8**	10	8	5	7	7	6	13
Recreational/sporting equipment shop	**6**	5	8	11	8	10	4	15
Picnic areas	**3**	1	1	-	1	1	7	3
Washrooms	**2**	2	6	1	3	3	1	3
Marina/boat facilities	**1**	1	-	-	2	1	1	1
Other	**15**	12	10	6	5	7	23	12
None	**9**	6	10	2	16	9	10	11

** Multiple mentions

(Reference: Tabular Report - Table 88
Questionnaire - S3, Qu.5a)
(Cross Reference: Table 37)

4.6.4 Adequacy of services and facilities provided away from lockstations

When examining ratings given for the presence of various services and facilities provided by private operators in the area around the canal, very little difference appears by the lockstation or lock type the respondent had visited. One interesting difference that did appear was a low score of 1.5 (halfway between too few and the right number) for campgrounds given by the Ottawa Locks visitors.

TABLE 87

ADEQUACY OF SERVICES/FACILITIES PROVIDED BY PRIVATE OPERATORS

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Campgrounds								
Too many	**1**	-	2	-	1	1	1	*
The right number	**26**	12	52	36	40	41	25	41
Too few	**14**	14	7	7	13	10	14	19
No opinion/don't know	**60**	74	39	58	47	48	61	40
Mean score+	**1.7**	1.5	1.9	1.8	1.8	1.8	1.7	1.7
Snack bars								
Too many	**1**	1	-	1	2	1	2	1
The right number	**43**	46	53	59	34	47	39	43
Too few	**21**	14	15	11	27	19	26	27
No opinion/don't know	**35**	39	32	33	38	34	33	30
Mean score+	**1.7**	1.8	1.8	1.8	1.6	1.7	1.6	1.6
Movie/live theatre								
Too many	**1**	1	3	1	2	2	1	1
The right number	**25**	31	41	17	23	26	21	24
Too few	**12**	7	7	13	11	12	15	22
No opinion/don't know	**61**	62	49	69	66	60	64	53
Mean score+	**1.7**	1.9	1.9	1.6	1.7	1.8	1.6	1.6

TABLE 87 (cont'd)

ADEQUACY OF SERVICES/FACILITIES PROVIDED BY PRIVATE OPERATORS

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Boat rentals								
Too many	**1**	1	-	1	2	1	1	3
The right number	**29**	23	45	30	25	32	31	30
Too few	**13**	9	15	11	14	15	13	20
No opinion/don't know	**58**	67	40	58	59	52	56	48
Mean score⁺	**1.7**	1.8	1.8	1.8	1.7	1.7	1.7	1.7
Grocery/variety stores								
Too many	**1**	1	1	1	1	1	2	*
The right number	**38**	32	55	50	40	50	32	54
Too few	**14**	13	8	11	19	12	16	15
No opinion/don't know	**47**	55	36	39	39	37	50	31
Mean score⁺	**1.8**	1.7	1.9	1.8	1.7	1.8	1.7	1.8
Restaurants								
Too many	**1**	1	1	1	1	1	*	1
The right number	**49**	56	59	53	42	52	41	47
Too few	**17**	11	12	16	21	17	22	23
No opinion/don't know	**33**	32	29	30	36	30	37	29
Mean score⁺	**1.8**	1.9	1.8	1.8	1.7	1.8	1.7	1.7
Recreational/sporting equipment shops								
Too many	**1**	1	3	-	3	2	*	*
The right number	**27**	21	45	26	32	33	29	29
Too few	**11**	7	3	11	7	9	13	18
No opinion/don't know	**61**	71	49	63	59	56	58	53
Mean score⁺	**1.8**	1.8	2.0	1.7	1.9	1.9	1.7	1.6
Museums/galleries								
Too many	**1**	1	3	1	-	2	*	*
The right number	**40**	54	46	25	39	37	30	34
Too few	**13**	7	14	14	14	15	16	18
No opinion/don't know	**47**	39	37	61	47	46	54	47
Mean score⁺	**1.8**	1.9	1.8	1.7	1.7	1.8	1.7	1.7

TABLE 87 (cont'd)

ADEQUACY OF SERVICES/FACILITIES PROVIDED BY PRIVATE OPERATORS

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Gas stations								
Too many	**1**	*	3	1	2	2	1	3
The right number	**39**	27	58	46	47	53	39	55
Too few	**11**	14	5	12	15	10	6	15
No opinion/don't know	**49**	59	33	41	36	35	54	28
Mean score+	**1.8**	1.7	2.0	1.8	1.8	1.9	1.9	1.8
Hotels/motels/lodges								
Too many	**1**	1	1	2	2	1	*	1
The right number	**41**	46	55	50	41	46	32	48
Too few	**8**	6	7	4	9	8	7	15
No opinion/don't know	**51**	48	37	45	49	44	61	37
Mean score+	**1.9**	1.9	1.9	2.0	1.9	1.9	1.8	1.8
Souvenir/gift shops								
Too many	**4**	5	3	4	6	5	4	2
The right number	**37**	37	48	55	35	45	32	39
Too few	**12**	12	11	2	14	10	11	17
No opinion/don't know	**47**	46	38	39	45	41	54	42
Mean score+	**1.9**	1.9	1.9	2.0	1.9	1.9	1.9	1.7

+ Based on a 3 point scale where "1" means "too few" and "3" means "too many"
* Less than 0.5%

(Reference: Tabular Report - Tables 89-99
Questionnaire - S3, Qu.5b)
(Cross Reference: Tables 38 & 125)

4.6.5 Satisfaction with sources of information provided at lockstations

Respondents showed generally high levels of satisfaction with the types of information available at lockstations. When comparing scores for the different lockstations, however, scores for Smiths Falls consistently came in lower than those for other lockstations measured.

Overall scores were also given for the information provided. While still quite high, scores for Ottawa and Smiths Falls (3.5) were somewhat lower than those for Jones Falls and Kingston Mills (3.7). Likewise, scores for the secondary locks (3.2) fell below those for the primary and tertiary locks (3.6 and 3.5 respectively).

TABLE 88

SATISFACTION WITH INFORMATION PROVIDED AT LOCKSTATIONS

(Mean scores+)

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
Informativeness of canal staff	**3.6**	3.7	3.2	3.8	3.7	3.6	3.5	3.7
Indoor displays and exhibits	**3.4**	3.6	3.3	3.6	3.6	3.5	3.3	3.3
Information brochures	**3.4**	3.5	3.3	3.7	3.6	3.5	3.3	3.5
On-site direction signs to facilities	**3.4**	3.5	3.2	3.7	3.6	3.4	3.2	3.4
Outdoor displays and exhibits	**3.4**	3.4	3.3	3.6	3.5	3.4	3.2	3.3
Film/slide shows	**3.2**	3.2	3.1	3.5	3.3	3.2	3.1	3.1
Overall	**3.4**	**3.5**	**3.5**	**3.7**	**3.7**	**3.6**	**3.2**	**3.5**

+ Based on a 4-point scale where "1" means "not at all satisfied" and "4" means "very satisfied"

(Reference: Tabular Report - Tables 101-107
Questionnaire - S3, Qu.6b and c)
(Cross Reference: Table 39A)

4.6.6 Interest in knowing more about the canal

Levels of interest in the provision of specific types of information remained relatively constant across lockstation and lock type visited with the exception of those visiting the Smiths Falls lockstation. While those areas of information concerning specific services and facilities were equally well received by all visitors, information about the history, operation and natural environment of the canal and other parks received lower ratings from Smiths Falls visitors than from visitors to other lockstations.

TABLE 89

INTEREST IN INFORMATION

(Mean scores+)

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
History of the canal	**2.6**	2.7	2.3	2.8	2.8	2.6	2.6	2.5
How the locks work/lock operation	**2.6**	2.7	2.4	2.7	2.7	2.6	2.5	2.4
Attractions/points of interest along the canal	**2.5**	2.6	2.3	2.7	2.5	2.5	2.6	2.4
Locations of natural features along the canal	**2.5**	2.5	2.3	2.6	2.6	2.5	2.5	2.5
Natural environment of the Rideau Canal	**2.5**	2.6	2.2	2.6	2.6	2.5	2.5	2.4
National parks, national historic parks/sites and heritage canals	**2.4**	2.4	2.1	2.5	2.3	2.3	2.4	2.4
Locations of lockstations along the Rideau Canal	**2.3**	2.3	2.2	2.6	2.4	2.4	2.4	2.4
Services/facilities offered at lockstations	**2.2**	2.1	2.1	2.2	2.3	2.2	2.2	2.2
Hotels/motels/campgrounds along the canal	**1.7**	1.7	1.9	2.0	1.7	1.9	1.6	1.8
Locations of marinas/boat services	**1.7**	1.5	1.7	1.8	1.6	1.7	1.7	1.8
The "Rideau Waterway Co-ordinating Association"	**1.6**	1.6	1.7	1.8	1.7	1.7	1.6	1.7

+ Based on a 3 point scale where "1" means "not interested" and "3" means "very interested"

(Reference: Tabular Report - Tables 108-118
Questionnaire - S3, Qu.6d)
(Cross Reference: Table 40A)

4.6.7 Preference for ways of presenting information about the canal

Those formats for presenting information which were preferred by visitors were fairly consistent by lockstation and lock type. The only significant variation was that secondary lock visitors (the majority being at Hartwells or Hogs Back) were more likely to prefer brochures or pamphlets (64%) as compared to primary or tertiary lock visitors (51% and 55% respectively).

In terms of the formats least liked, Smith Falls visitors were more likely than the other lockstation visitors to mention exhibits or displays and less likely to mention film or slide shows.

TABLE 90

PREFERENCE FOR WAYS OF PRESENTING
INFORMATION AND ORIENTATION ABOUT THE CANAL

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Like best								
Brochures/pamphlets	**53**	43	53	44	49	51	64	55
Exhibits/displays	**28**	35	31	40	34	33	20	26
Talks/presentations/ demonstrations	**17**	23	17	22	24	19	11	15
Film/slide shows	**9**	11	8	8	8	8	6	15
Other	*****	-	-	1	-	*	-	-
None	**2**	1	2	2	2	2	3	5
Don't know	**1**	-	-	-	-	-	1	*
Like least								
Brochures/pamphlets	**13**	15	22	13	15	17	6	21
Exhibits/displays	**12**	10	24	8	6	14	12	13
Talks/presentations/ demonstrations	**24**	27	21	16	31	23	20	32
Film/slide shows	**42**	44	23	47	44	38	45	30
None	**12**	7	13	17	12	13	16	9
Don't know	**1**	*	-	1	-	*	2	*

* Less than 0.5%

(Reference: Tabular Report - Tables 120-121
Questionnaire - S3, Qu.7a and b)
(Cross Reference: Tables 41 & 119A)

4.6.8 Preference for ways of interpreting canal heritage

In an on-site situation respondents most frequently indicated they preferred exhibits or displays with the exception of visitors to Smiths Falls. Smith Falls visitors were less likely than the visitors to other lockstations to prefer exhibits or displays and more likely to prefer talks, presentations or demonstrations.

When examined by lock type, preferences for exhibits or displays were highest for the secondary lock visitors (dominated by visitors to Hartwells and Hogs Back) (41% vs. 30% for primary and 27% for tertiary lock visitors). Primary visitors, on the other hand, were more likely than other visitors to prefer talks, presentations, and demonstrations (29% vs. 25% for secondary and 20% for tertiary lock visitors).

TABLE 91

PREFERENCES FOR WAYS OF INTERPRETING THE HERITAGE OF THE CANAL

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Exhibits/displays	**37**	39	22	37	38	30	41	27
Talks/presentations/ demonstrations	**23**	28	38	26	24	29	15	20
Brochures/pamphlets	**22**	16	22	26	20	24	23	29
Film/slide shows	**17**	16	18	8	11	14	17	23
Other	*****	*	-	-	-	*	-	-
None	**3**	1	-	3	7	3	4	4
Don't know	**1**	*	-	1	1	*	2	*

* Less than 0.5%

(Reference: Tabular Report - Table 122
Questionnaire - S3, Qu.7c)
(Cross Reference: Tables 42 & 119B)

4.7 General attitudes towards the canal

4.7.1 Most important reasons for visiting lockstations

Across the lockstations examined, enjoying nature or a natural setting was one of the main reasons for visiting the locks. This was particularly the case for Jones Falls and Kingston Mills visitors (51% and 60% respectively) as compared to Ottawa and Smiths Falls visitors (44% and 33% respectively).

New experiences such as learning something new and going somewhere they have never been before were reasons given more frequently by Ottawa visitors than visitors to the other lockstations examined.

Smiths Falls visitors were less interested than other lockstation visitors in visiting places important in history, but more interested, along with Jones Falls visitors, in getting away from the demands at home.

Tertiary lock visitors were more inclined than other visitors to mention visiting places important in history, going somewhere they've never been and getting away from demands at home as important reasons for visiting lockstations.

Secondary lock visitors, on the other hand, showed higher levels of interest in mental relaxation and being physically active, but lower levels in being together as a family and learning something new. This relates well with previous results that those at Hartwells and Hogs Back (secondary stations) were passing through on foot or on a bicycle, the majority of which were alone.

(Reference: Table 92)

TABLE 92

MOST IMPORTANT REASONS FOR VISITING LOCKSTATIONS+

		MAIN LOCKSTATION				LOCK TYP		
	Total	Ottawa	Smiths Falls	Jones Falls	King-ston Mills	Pri-mary	Secon-dary	Ter-tiary
Total respondents stopping in lockstation (100%)	1245	464	63	57	53	235	310	136
	%	%	%	%	%	%	%	%
Enjoying nature or a natural setting	51	44	33	51	60	46	59	53
Mental relaxation	33	22	23	26	29	28	46	34
Visiting places that are important in history	30	43	23	38	36	31	21	20
Visiting historic settings	24	38	14	26	21	21	15	18
Being physically active	24	17	12	11	11	11	39	12
Being together as a family	23	26	38	28	33	32	31	32
Learning something new	23	39	23	20	25	22	9	20
Going somewhere I've never been before	22	38	29	19	17	22	11	10
Getting away from demands at home	22	18	33	38	20	30	21	22
Being with friends and relatives	21	19	19	24	29	24	20	29
Doing nothing at all	12	8	18	9	18	15	13	13
Physical rest	11	8	15	6	14	14	12	15
Experiencing a simpler lifestyle	10	4	15	13	6	12	13	12
Reliving past good times	7	5	9	11	10	10	7	13
Meeting people with similar interests	4	3	3	6	4	5	4	5
Partying	3	2	2	2	4	3	3	8
Finding thrills and excitement	3	2	10	2	3	5	2	6

+ Each respondent was asked to give 3 most important reasons

(Reference: Tabular Report - Table 87
Questionnaire - S3, Qu.4)
(Cross Reference: Tables 43 & 109)

4.7.2 Specific attributes towards the canal

Respondents were given ten statements and asked to agree or disagree that each described their attitudes towards the Rideau Canal. Agreement scores were fairly consistent across lockstations and lock types. The few exceptions were some particularly low scores given by Ottawa lock visitors for being aware of the major sights and facilities along the canal (2.5 as compared to 2.9 for Smiths Falls and Jones Falls visitors and 2.8 for Kingston Mills visitors), and for being familar with the locations of the lockstations along the canal (2.3 vs. 2.6 for Smiths Falls and Kingston Mills visitors and a significantly higher score of 2.9 for Jones Falls visitors).

One other noticeably lower score was given by Jones Falls visitors regarding hiking trails not being necessary at lockstations. This finding suggests that Jones Falls visitors were somewhat more inclined than other visitors to believe hiking trails are necessary.

When reviewing scores given by visitors to the different lock types some significantly higher scores were revealed within the tertiary grouping. Tertiary lock visitors are more likely than primary or secondary lock visitors to think that the Rideau Canal should do more to preserve the natural environment of the canal (3.5 vs. 3.2 and 3.1 respectively) and to agree that they are familiar with the locations of the lockstations along the canal (3.2 vs. 2.7 for both the primary and secondary lock visitors).

One additional variance appeared when examining the scores given by secondary lock visitors for hiking trails not being necessary at lockstations (1.8) relative to the scores given by the primary (2.2) and tertiary lock visitors (2.3). This again highlights a group of visitors who are more likely to believe hiking trails are necessary at lockstations.

(Reference: Table 93

TABLE 93

SPECIFIC ATTRIBUTE RATINGS

(Mean scores+)

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents stopping in lockstation (100%)	**1245**	464	63	57	53	235	310	136
Natural shoreline vegetation (cattails, wetlands, shrubs or trees) is the best way to prevent bank erosion and preserve fish and wildlife habitat along the canal	**3.5**	3.4	3.2	3.6	3.4	3.4	3.5	3.6
The Rideau Canal is one of the more important historic resources in Canada	**3.4**	3.3	3.2	3.6	3.5	3.4	3.4	3.5
Personal contact with the canal staff is an important part of a lockstation visit	**3.3**	3.3	3.3	3.4	3.5	3.4	3.2	3.4
The locks on the canal are safe for sightseeing	**3.3**	3.1	3.4	3.3	3.3	3.3	3.4	3.4
The Rideau Canal should do more to preserve the natural environment of the canal	**3.2**	3.2	3.2	3.2	3.4	3.2	3.1	3.5
The Rideau Canal should do more to preserve the historic character of the canal	**3.2**	3.2	3.3	3.2	3.3	3.2	3.1	3.4
I am aware of the major sights and facilities offered along the Rideau Canal	**2.7**	2.5	2.9	2.9	2.8	2.9	2.7	3.1
There should be more variety in the recreational and educational facilities and services provided at lockstations	**2.6**	2.6	2.9	2.5	2.7	2.7	2.5	2.8
I am familiar with the locations of the lockstations along the canal	**2.6**	2.3	2.6	2.9	2.6	2.7	2.7	3.2
Hiking trails through wooded areas are not necessary at lockstations	**2.0**	2.2	2.4	1.9	2.2	2.2	1.8	2.3

+ Based on a 4 point scale where "1" means "strongly disagree" and "4" means "strongly agree"

(Reference: Tabular Report - Tables 123-132
Questionnaire - S3, Qu.8a)
(Cross Reference: Tables 44A & 110)

4.7.3 Learning achieved during visit

In terms of the history of the Rideau Canal, visitors to each lockstation examined appeared to have relativley consistent levels of learning. In terms of visitors to the different lock types, however, significantly lower levels of learning were reported for visitors to the secondary locks (28% vs. 61% of primary lock visitors and 52% of tertiary lock visitors). This most likely is attributable to the relatively large proportion of visitors to Hartwells and Hogs Back who were just passing through on foot or bicycle.

The same pattern holds true for learning about how the locks work. While no significant differences appeared by lockstation visited, by lock type secondary lock visitors were again less likely to report learning something new (28%) than were primary and tertiary lock visitors (64% and 49% respectively). As noted above, characteristics of those visiting Hartwells and Hogs Back are evident here.

TABLE 94

HOW MUCH MORE KNOWN ABOUT THE CANAL AS A RESULT OF LOCKSTATION VISIT

			MAIN LOCKSTATION								LOCK TYPE					
	Total		Ottawa		Smiths Falls		Jones Falls		Kingston Mills		Primary		Secondary		Tertiary	
Total respondents stopping in lockstation (100%)	**1245**		464		63		57		53		235		310		136	
	%		%		%		%		%		%		%		%	
The history of the Rideau Canal																
A lot more	**15**		24		12		21		22		16		6		11	
A fair bit more	**19**	**53**	28	71	21	68	25	65	12	56	20	62	7	29	11	51
Slightly more	**19**		21		35		19		22		26		16		15	
As much as before	**48**		28		31		35		44		38		72		48	
How the locks work																
A lot more	**18**		26		24		20		32		23		9		16	
A fair bit more	**15**	**49**	19	62	16	75	24	64	10	60	17	64	10	29	17	50
Slightly more	**16**		17		35		20		18		24		10		17	
As much as before	**51**		38		26		37		40		36		72		50	

(Reference: Tabular Report - Tables 133-134
Questionnaire - S3, Qu.8b)
(Cross Reference: Table 45)

4.7.4 Rideau Canal and Trent-Severn Waterway boating experience and intentions

Respondents visiting Smiths Falls and Jones Falls lockstations were somewhat more likely than visitors to Ottawa and Kingston Mills locks to have been on a boat locking through a lockstation on either the Rideau Canal or Trent-Severn Waterway (40% and 49% vs. 27% and 31%).

This was also the case among tertiary lockstation visitors (56% vs. 40% and 34% of primary and secondary lockstation visitors).

TABLE 95

EVER LOCKED THROUGH ON THE TRENT-SEVERN WATERWAY OR RIDEAU CANAL

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Yes	**35**	27	40	49	31	40	34	56
No	**65**	73	60	51	69	60	66	44

(Reference: Tabular Report - Table 137
Questionnaire - S3, Qu.10a)
(Cross Reference: Table 46)

Expectations for going by boat through lockstations along the two waterways were quite similar to the actual experience outlined above. Again, Smiths Falls and Jones Falls visitors showed a greater likelihood of doing so (44% and 46%) as compared to Ottawa and Kingston Mills lockstation visitors (25% and 34% respectively). Likewise, tertiary lockstation visitors were also more likely to lock through in future (56%) than were primary and tertiary lock visitors (43% and 44% respectively).

TABLE 96

EXPECT TO LOCK THROUGH ON THE TRENT-SEVERN OR RIDEAU CANAL WITHIN NEXT TWO YEARS

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Yes	**39**	25	44	46	34	43	44	56
No	**61**	74	56	52	65	56	56	43
Don't know	**1**	1	-	3	2	1	*	1

* Less than 0.5%

(Reference: Tabular Report - Table 138
Questionnaire - S3, Qu.10b)
(Cross Reference: Table 47)

4.7.5 Responsibility for the canal

High levels of awareness were reported for Environment Canada and/or Parks Canada's involvement in the Rideau Canal. In Ottawa, however, scores for Environment Canada/Parks Canada were somewhat lower while mentions of the National Capital Commission were somewhat higher than at other lockstations. This suggests that the cooperative role of the agencies in the nation's capital may cause some confusion for visitors.

The involvement of the National Capital Commission was also reflected in lower awareness levels for Environment Canada or Parks Canada among secondary lock visitors (83% versus 93% primary and tertiary lock visitors) and higher awareness for the N.C.C. (33% versus 12% and 10% among primary and tertiary lock visitors).

TABLE 97

AGENCY RESPONSIBLE FOR THE MANAGEMENT AND OPERATION OF THE RIDEAU CANAL**

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Environment Canada/Parks Canada	**(86)**	(84)	(91)	(93)	(94)	(93)	(83)	(93)
Environment Canada, Parks	**51**	54	63	56	60	59	43	55
Parks Canada	**69**	60	57	76	76	71	71	77
National Capital Commission	**26**	32	9	18	7	12	33	10
Transport Canada	**24**	30	15	22	23	21	23	18
Ministry of Natural Resources	**23**	27	27	37	33	30	15	33
Tourism Canada	**21**	26	22	26	25	23	14	25
Ontario Ministry of the Environment	**19**	19	16	30	29	22	17	21
Other	**1**	-	-	-	-	*	*	3

** Multiple mentions
* Less than 0.5%

(Reference: Tabular Report - Table 139
Questionnaire - S3, Qu.11)
(Cross Reference: Table 48)

4.7.6 Source of awareness of the canal

While over 40% of visitors to Smiths Falls and Kingston Mills lockstations first learned about the canal from living in the area, visitors to the Ottawa and Jones Falls locks were less likely to be in that category (28% and 24% respectively). On the other hand, Ottawa Locks visitors were more likely than other visitors to have learned of the canal from a roadside view, or from just passing by, while Jones Falls visitors were more likely to have learned through a previous trip to the area.

Almost two-thirds of visitors to secondary locks had learned of the canal by living in the area (as compared to 38% of primary lock visitors and 49% of tertiary lock visitors).

TABLE 98

HOW FIRST LEARNED ABOUT LOCKSTATION**

		MAIN LOCKSTATION				LOCK TYPE		
	Total	Ottawa	Smiths Falls	Jones Falls	Kingston Mills	Primary	Secondary	Tertiary
Total respondents (100%)	**1581**	529	97	65	64	295	589	168
	%	%	%	%	%	%	%	%
Live in the area	**46**	28	41	24	45	38	65	49
From friends/relatives	**17**	17	22	32	27	25	11	19
Roadside view/just passing by	**14**	21	11	4	6	8	11	13
Previous trip to area	**11**	11	13	20	13	14	9	12
Pamphlets or brochures	**8**	15	10	4	9	9	3	4
In school	**6**	6	5	6	6	6	6	3
Have cottage in the area	**4**	1	4	10	1	6	5	6
Tourist information office	**4**	8	5	3	2	3	1	4
Signs along the road	**3**	2	6	7	4	5	2	4
Other	**7**	10	5	14	8	8	3	12
Don't know	*****	-	-	-	-	*	*	-

** Multiple mentions
* Less than 0.5%

(Reference: Tabular Report - Table 100
Questionnaire - S3, Qu.6a)
(Cross Reference: Tables 49 & 111)

5.0 SUMMARY OF FINDINGS - VISITOR ACTIVITY GROUP EVALUATION

Canadian Parks Service has identified that the basis of their management process - VAMP (Visitor Activity Management Process), is that site visitors are made up of discrete groups which have differing activity, facility, and service requirements. The identification and profiling of these visitor groups is, therefore, essential to their application of VAMP on the canal.

Visitors for this study were examined by main activity participated in and grouped for analysis purposes. The three groups, the activities which qualified respondents for inclusion in the group, and the respective percentage of respondents who took part in each of the activities is as follows:

VISITOR ACTIVITY GROUPS	Main activities (although groups based on main activity, some multiple mentions were repeated)
ACTIVE RECREATIONALISTS	- Cycling (90%), swimming (10%).
PASSIVE RECREATIONALISTS	- Watching boats going through the locks (46%), picnicking (12%), walking or hiking (20%), sightseeing (26%), sunbathing (2%).
HERITAGE RESOURCE USERS	- Looking at nature (27%), visiting exhibits, museums, or attending an interpretive talk (17%), visiting historic features (17%), learning about the canal (41%), attending a special event or festival (7%).

Passive recreationalists, while reported in total, have also been separated into subgroups, namely those watching boats going through the locks, sightseers and picnickers. It should be noted that while these groups were identified by their "main reason for visiting the lockstation", in a number of cases respondents indicated more than one main reason. Consequently, the percentages quoted above add to more than 100% (passive recreationalists 106%) and Heritage resource users 109%). This means that some respondents recorded more than one main activity but in this case their main activities were of the same nature, i.e. they qualified for the same visitor activity group. Respondents who had indicated that they were or had stopped at some point in the lockstation went on to tell us all the activities they participated in during their visit.

The fact that multiple mentions were recorded, however, brings to light another consideration. Did respondents who had more than one main activity qualify for more than one visitor group? In the following table it can be seen that there was no serious overlap. Although there were 13% of the identified heritage resource users who also qualified as passive recreationalists because they watched the boats locking through in number they were only 22 which in turn is a very small percentage (3%) of the passive recreationalists group. Also, the analysis by visitor activity group does not include all respondents. Those that were not included were thirty-eight fishermen, thirty-eight who had some "other" main activity, twenty who had no main activity and 55 who did not answer the question as well as those who were screened out in a previous question as not stopping on their way through the station that day.

(Reference: Table 99A)

TABLE 99A

MAIN REASON FOR VISITING LOCKSTATION**

		VISITOR ACTIVITY GROUP					
	Total	Active recreationalists	Passive recreationalists				Heritage resource user
			Total	Watching boats	Sightseeing	Picnicking	
Total respondents stopping in lockstation (100%)	1245	142	738	337	188	88	167
	%	%	%	%	%	%	%
Cycling	11	90	*	1	-	-	1
Swimming	1	10	*	*	*	*	*
Watching boats lock through	28	2	46	100	8	5	13
Picnicking	7	*	12	1	1	100	2
Walking/hiking	12	*	20	1	4	3	6
Sightseeing	16	1	26	5	100	2	7
Sunbathing	1	1	2	1	1	1	*
Looking at nature	4	-	2	3	2	2	27
Visit exhibits, museums/ attend interpretive talks	2	1	1	2	1	1	17
Visit historic features	2	-	*	1	1	1	17
Learning about the canal	6	*	2	4	5	3	41
Attending a special event/ festival	1	-	-	-	-	-	7
Fishing	1	-	*	*	*	1	4
Going on boat tours	7	-	1	1	2	-	2
Being with friends/relatives	4	-	2	1	2	4	5
Shopping	*	-	*	-	-	-	-
Other	3	-	2	3	-	*	1

* Less than 0.5%
** Multiple mentions

(Reference: Tabular Report - Table 24
Questionnaire - S1, Qu.12)

5.1 Activity description

By examining visitor activity groups by all activities participated in relationships between main activity and other activities can be seen.

Active recreationalists, in addition to their main activities, were quite likely to watch boats going through the locks (61%), sightsee (32%), and look at nature (20%). These figures are significantly lower than those reported by heritage resource users and passive recreationalists.

Passive recreationalists and heritage resource users showed some similaritites. For instance, watching boats going through the locks received high mentions from both groups (84% and 74% respectively). Other favourite pastimes were walking and hiking (57% and 52% respectively), sightseeing (54% and 42%), looking at nature (40% and 53%), and learning about the canal (37% and 60%). Heritage resource users are stronger on the last two activities which is understandable given these activities are incorporated into the definition of that visitor group.

TABLE 99B

ACTIVITIES TOOK PART IN DURING VISIT**

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Watching boats going through lock	61	84	100	65	81	74
Sightseeing	32	54	40	100	26	42
Walking/hiking	7	57	41	61	43	52
Looking at nature	20	40	33	34	44	53
Learning about the canal	8	37	40	48	22	60
Being with friends or relatives	21	27	25	32	45	36
Visiting historic features	8	20	17	31	11	39
Visiting exhibits, museums/ attending interpretive talks	10	17	18	27	7	36
Picnicking	11	19	12	5	100	10
Going on boat tours	*	6	6	12	1	10
Cycling	90	6	9	4	7	9
Sunbathing	12	6	4	4	15	2
Fishing	1	2	2	1	9	1
Swimming	10	2	1	2	5	2
Attending a special event/festival	-	2	2	3	-	8
Field sports	-	*	*	-	1	1
Scuba diving/snorkeling	*	-	-	-	-	1
Shopping	-	*	-	-	-	-
Other	1	2	4	-	1	2

* Less than 0.5%
** Multiple mentions

(Reference: Tabular Report - Table 23
Questionnaire - S1, Qu.11)
(Cross Reference: Tables 21 & 70)

5.2 Visitor characteristics

5.2.1 Sex and age

As in the total sample, active and passive recreationalists were more likely to be males than females. Heritage resource users, however, were about equally split between males and females (51% vs. 50% respectively).

Examining the data by age shows no strong trends except for a slight tendency for active recreationalists to be younger than their counterparts.

TABLE 100

RESPONDENT DEMOGRAPHY

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Sex						
Male	56	57	56	54	57	51
Female	44	43	44	46	43	50
Age						
16 to 34	31	27	26	29	21	31
35 to 49	36	34	36	40	32	33
50 to 64	27	27	25	25	29	26
65 and over	6	12	13	6	18	10
Average+	42	45	45	42	47	43

+ Averages based on weighting those 16 to 17 as 16.5, 18 to 34 as 26, 35 to 49 as 42, 50 to 64 as 51 and 65 plus as 67.

** Multiple mentions

(Reference: Tabular Report - Tables 140-141
Questionnaire - S4, Qu.1-4)
(Cross Reference: Tables 1 & 50)

5.2.2 Education and occupation

Active recreationalists were much more likely to have attended college or university (79%) than were passive recreationalists (58%) and heritage resource users (63%).

Little difference was found when comparing the occupations reported by each of the three visitor types. The one exception was that a significantly higher portion of active recreationalists were students.

TABLE 101

RESPONDENT DEMOGRAPHY

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Level of education						
High school or less	13	27	30	24	27	21
CEGEP/college/technical/ trade school	8	16	16	18	15	16
College/university	45] 79	37] 58	36] 54	38] 59	39] 58	35] 63
Post graduate studies	34	21	18	21	19	28
Occupation						
Professional	30] 51	26] 45	27] 35	28] 50	31] 45	33] 49
Executive/managerial	21	19	8	22	14	16
Other white collar	5	12	14	14	8	12
Blue collar	4	10	17	11	4	5
Homemaker	5	10	10	6	14	9
Student	21	7	6	8	7	13
Retired	8	16	17	10	22	12
Other	7	1	2	1	*	1

* Less than 0.5%
** Multiple mentions

(Reference: Tabular Report - Tables 140-143
Questionnaire - S4, Qu.1-4)
(Cross Reference: Tables 2 & 51)

5.2.3 Household income

A much higher proportion of visitors with low incomes (unde $20,000) were found among active recreationalists. Given the high incidence of students found in this group this is not surprising.

Within the passive recreationalists category sightseers and picnickers were generally found to have higher incomes than those in the watching boats category (compare 42% and 40% to 30% respectively in the $50,000 and over category).

TABLE 102

RESPONDENT DEMOGRAPHY

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
1986 household income						
Under $20,000	31	13	15	10	14	16
$20,000 to $29,999	6	15	18	16	11	19
$30,000 to $39,999	15	18	19	17	16	14
$40,000 to $49,999	10	15	17	15	17	18
$50,000 to $59,999	3] 37	16] 37	13] 30	21] 42	15] 40	14] 33
$60,000 and over	34]	21]	17]	21]	25]	19]

** Multiple mentions

(Reference: Tabular Report - Tables 144-145
Questionnaire - S4, Qu.5a and 5b)
(Cross Reference: Tables 3 & 52)

5.2.4 Language

Heritage resource users were slightly more likely than those in the other visitor activity groups to speak languages other than English at home.

TABLE 103

RESPONDENT DEMOGRAPHY

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnicking	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Language						
English	89	91	94	86	92	82
French	5	6	3	9	5	11
Other	6	3	3	4	3	7

** Multiple mentions

(Reference: Tabular Report - Tables 144-145
Questionnaire - S4, Qu.5a and 5b)
(Cross Reference: Tables 4 & 53)

5.2.5 Party size

Almost half of those categorized as active recreationalists (45%) travelled alone on their lockstation visit. This figure is significantly higher than those reported for passive recreationalists (21%). and heritage resource users (17%). This variation may be due to the fact that the active recreationalists category contains a large portion of cyclists who could have been travelling alone.

TABLE 104

NUMBER OF PEOPLE IN PARTY

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
One	45	21	22	11	15	17
Two	32	41	35	49	31	40
Three	10	12	13	13	20	14
Four	7	16	17	21	22	14
Five	5	4	6	4	3	6
Six or more	2	6	8	3	9	10
Average number	2.0	2.7	2.9	2.7	3.1	3.3

** Multiple mentions

(Reference: Tabular Report - Table 10
Questionnaire - S1, Qu.5a)
(Cross Reference: Tables 10 & 59)

5.2.6 Party composition

In line with the above is the finding that active recreationalists are more likely to travel alone than with family or friends. This was not the case with passive recreationalists and heritage resource users where over half reported travelling with family.

TABLE 105

PARTY COMPOSITION

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnicking	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Alone	45	21	21	11	15	17
With family only	34	59	60	66	59	51
With friends only	14	13	10	18	19	19
With both family and friends	8	7	9	6	7	12
All others	-	*	*	-	-	-

* Less than 0.5%
** Multiple mentions

(Reference: Tabular Report - Table 12
Questionnaire - S1, Qu.5c)
(Cross Reference: Tables 11 & 60)

5.2.7 Place of residence

Active recreationalists were more likely to be from places closest to the Rideau Canal than were the other two groups. For instance, 48% of active recreationalists were from the Ottawa area as compared to 29% of passive recreationalists and 30% of heritage resource users. Hull and Western Quebec and Toronto were other areas where many active recreationalists reside.

On the other hand passive recreationalists and heritage resource users were more likely to be from other areas of Canada or from the United States than were the actives.

TABLE 106

PLACE OF RESIDENCE

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Ottawa and environs	48	29	24	14	40	30
Eastern Ontario	11	17	20	10	30	13
Toronto and environs	17	7	8	7	8	4
Great Lakes States	2	9	14	9	2	9
Other U.S.A.	1	9	7	19	1	11
Southwestern Ontario	1	6	5	7	2	3
Western Canada	1	9	8	10	5	3
Other countries	3	5	3	9	6	5
Central Ontario	2	4	4	3	6	6
Montreal and environs	*	2	3	2	2	5
Hull and Western Quebec	9	2	1	6	1	2
Other Quebec	6	1	1	2	1	1

* Less than 0.5%
** Multiple mentions

(Reference: Tabular Report - Table 16
Questionnaire - S1, Qu.5f)
(Cross Reference: Tables 13 & 62)

5.2.8 Origin relative to lockstation visited (local vs. non-local)

The proximity issue again surfaces when looking at whether respondents feel they are local to the lockstation they visited. As before, active recreationalists are more likely to live near the canal (64% consider themselves local) than passive recreationalists (38%) and heritage resource users (30%).

Within the passive recreationalists category sightseers are significantly less likely to be local (18%) than are those watching boats (36%) and picnickers (38%).

TABLE 107

WHETHER RESPONDENT CONSIDERS SELF LOCAL

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Yes	(64)	(38)	(36)	(18)	(38)	(30)
Permanent	63	35	32	15	37	29
Seasonal	1	3	4	2	1	1
No	(36)	(62)	(64)	(82)	(62)	(71)

** Multiple mentions

(Reference: Tabular Report - Table 14
Questionnaire - S1, Qu.5e)
(Cross Reference: Tables 14B & 63B)

The findings outlined above are also exhibited by the responses given when visitors were asked whether they live within a 15 minute drive of the lockstation they visited. Again, active recreationalists were more likely to live near the lockstation than either of the remaining groups.

Sightseers were again the least likely to live near the lockstation compared to those in the other passive recreationalist categories.

TABLE 108

WHETHER LIVE WITHIN 15 MINUTE DRIVE OF LOCKSTATION

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Yes, all year	68	33	31	12	39	27
Yes, at a cottage	1	4	5	3	-	5
No	31	64	64	85	61	69

** Multiple mentions

(Reference: Tabular Report - Table 13
Questionnaire - S1, Qu.5d)
(Cross Reference: Tables 14A & 63A)

5.2.9 Most important reasons for visiting lockstations

In all visitor activity groups one of the main reasons for visiting lockstations was to enjoy nature or a natural setting (mentioned by 66% of active and 53% of passive recreationalists as well as 47% of heritage resource users). Among passive recreationalists picnickers were the most likely to enjoy this benefit.

After enjoying nature, the most popular reason given by active recreationalists for visiting the lockstations was to be physically active (42%) and find mental relaxation (39%).

Passive recreationalists on the other hand were interested in visiting places important in history (33%), visiting historic settings (26%) and learning something new (26%). Also important were mental relaxation (31%) and being together as a family (26%).

Heritage resource users were in some ways similar to passive recreationalists as they gave top mentions to visiting places that are important in history (48%), and for learning something new (35%). Getting away from the demands at home (21%) and achieving mental relaxation (20%) were also important goals to heritage resource users.

(Reference: Table 109)

TABLE 109

MOST IMPORTANT REASONS FOR VISITING LOCKSTATIONS+

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Enjoying nature or a natural setting	66	53	46	44	70	47
Visiting places that are important in history	18	33	40	39	18	48
Mental relaxation	39	31	27	22	38	20
Visiting historic settings	11	26	24	35	16	37
Being physically active	42	18	11	9	15	16
Being together as a family	21	26	28	33	28	24
Learning something new	4	26	33	36	11	35
Going somewhere I've never been before	6	23	22	40	12	28
Getting away from demands at home	17	21	18	16	26	15
Being with friends and relatives	21	17	16	19	27	21
Doing nothing at all	5	12	10	11	12	11
Physical rest	11	12	14	8	19	9
Experiencing a simpler lifestyle	23	9	8	7	6	7
Reliving past good times	4	7	9	7	8	11
Meeting people with similar interests	1	3	4	2	6	1
Partying	1	1	1	1	3	6
Finding thrills and excitement	*	2	2	1	1	1

+ Each respondent was asked to give 3 most important reasons
* Less than 0.5%
** Multiple mentions

(Reference: Tabular Report - Table 87
Questionnaire - S3, Qu.4)
(Cross Reference: Tables 43 & 92)

5.2.10 Specific attitudes towards the canal

Respondents were asked to indicate levels of agreement with statements concerning the canal. A 4 point scale was used where "4" means "strongly agree" and "1" means "strongly disagree". Mean scores were then calculated for analysis purposes.

In general, the three visitor activity groups reported similar levels of agreement with each of the statements. Although there were some slight variations, respondents reacted similarly to each of the position statements.

Active recreationalists were just slightly below the others in agreeing that "personal contact with canal staff is important" (average score of 3.1 vs. 3.3 and 3.4) and the "need for more variety in recreational and educational facilities at lockstations" (average score of 2.4 vs. 2.6 and 2.7). On the other hand they felt themselves somewhat more familiar with the locations of lockstations along the canal than did the other two groups (average score 2.9 vs. 2.6 and 2.4).

Passive recreationalists reported slightly higher scores than their counterparts for the need "to preserve the natural environment of the canal" (average score 3.3 vs. 3.1 and 3.2) and the need "to preserve the historic character of the canal (average score 3.3 vs. 3.0 and 3.1).

(Reference: Table 110)

TABLE 110

SPECIFIC ATTRIBUTE RATINGS

(Mean scores+)

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Natural shoreline vegetation (cattails, wetlands, shrubs or trees) is the best way to prevent bank erosion and preserve fish and wildlife habitat along the canal	3.3	3.5	3.4	3.5	3.3	3.4
The Rideau Canal is one of the more important historic resources in Canada	3.5	3.4	3.4	3.4	3.6	3.3
Personal contact with the canal staff is an important part of a lockstation visit	3.1	3.3	3.5	3.4	3.2	3.4
The locks on the canal are safe for sightseeing	3.2	3.2	3.3	3.2	3.2	3.2
The Rideau Canal should do more to preserve the natural environment of the canal	3.1	3.3	3.3	3.4	3.2	3.2
The Rideau Canal should do more to preserve the historic character of the canal	3.0	3.3	3.3	3.4	3.1	3.1
I am aware of the major sights and facilities offered along the Rideau Canal	2.9	2.7	2.9	2.5	2.9	2.7
There should be more variety in the recreational and educational facilities and services provided at lockstations	2.4	2.6	2.8	2.5	2.6	2.7
I am familiar with the locations of the lockstations along the canal	2.9	2.6	2.6	2.3	2.9	2.4
Hiking trails through wooded areas are not necessary at lockstations	2.0	2.1	2.2	2.3	2.1	2.1

+ Based on a 4 point scale where "1" means "strongly disagree" and "4" means "strongly agree"

** Multiple mentions

(Reference: Tabular Report - Tables 123-132
Questionnaire - S3, Qu.8a)
(Cross Reference: Tables 44A & 93)

5.2.11 Source of awareness of the canal

Most visitors had learned of the lockstation on the Rideau Canal from living in the area. This is particularly true for active recreationalists and the picnicker sub-group of passive recreationalists.

Important sources for passive recreationalists include friends and relatives (mentioned by 16% of the group), a previous trip to the area (14%) or a roadside view while passing by (12%).

A roadside view was also important to heritage resource users (19%), followed by previous trips to the area (17%), pamphlets and brochures (14%) as well as friends and relatives (14%). A somewhat higher proportion of this group reported learning about the canal in school (11% vs. 1% of active and 6% of passive recreationalists).

For heritage resource users other sources of awareness included among other things magazines (3%), newspapers (2%), travel agent (2%), television (2%), and radio (1%).

TABLE 111

HOW FIRST LEARNED ABOUT LOCKSTATION

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnicking	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Live in the area	60	42	35	29	53	37
From friends/relatives	9	16	16	16	19	14
Roadside view/just passing by	12	12	11	16	16	19
Previous trip to area	10	14	14	21	15	17
Pamphlets or brochures	5	8	7	17	5	14
In school	1	6	8	5	-	11
Have cottage in the area	3	5	9	3	1	1
Tourist information office	1	4	5	5	7	8
Signs along the road	2	3	5	3	3	2
Other	2	6	6	7	7	17
Don't know	-	*	-	*	*	-

* Less than 0.5%
** Multiple mentions

(Reference: Tabular Report - Table 100
Questionnaire - S3, Qu.6a)
(Cross Reference: Tables 49 & 98)

5.2.12 Previous lockstation experience

Approximately one-third of passive recreationalists and heritage resource users were first time visitors to the lockstation at which they were surveyed. Within passive recreationalists the best candidates for first time visitors were sightseers.

Active recreationalists were at the other extreme where 23% of this group reported having visited the lockstation 97 or more times in the past. Only 8% of passive recreationalists and 3% of heritage users were in this category.

TABLE 112

NUMBER OF TIMES RESPONDENT VISITED "THIS" LOCKSTATION

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
1	15	31	30	52	15	37
2 to 4	13	24	25	26	29	28
5 to 9	4	9	8	7	17	13
10 to 19	17	12	16	6	17	9
20 to 49	15	11	12	6	12	5
50 to 96	13	5	4	1	7	6
97 or more	23	8	7	2	2	3

** Multiple mentions

(Reference: Tabular Report - Table 17
Questionnaire - S1, Qu.6)
(Cross Reference: Tables 6 & 55)

5.3 Lockstation visit

5.3.1 Visit type

Passive recreationalists were more likely to identify the lockstation as the only destination of the trip (23% vs. 13% of active recreationalists and 16% of heritage resource users). Within the passive recreationalists group picnickers were significantly more likely to be in this category (38%) than those watching boats (18%) or sightseers (8%).

No other significant patterns for visit type by activity group emerged from this data.

TABLE 113

WHETHER OR NOT VISIT TO
LOCKSTATION MAIN OR ONLY DESTINATION

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Only destination	13	23	18	8	38	16
Main destination	19	14	17	8	11	15
Neither only nor main destination	68	64	65	84	51	70

** Multiple mentions

(Reference: Tabular Report - Table 45
Questionnaire - S1, Qu.15a and 15b)
(Cross Reference: Tables 15 & 64)

5.3.2 Weekday or weekend visit

A much larger proportion of passive recreationalists and heritage resource users visited lockstations during the week compared to active recreationalists (compare 52% of passive recreationalists and 55% of heritage resource users to 44% of active recreationalists).

TABLE 114

TIME OF WEEK VISIT OCCURRED

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Weekday	44	52	48	55	47	55
Weekend/holiday	56	48	52	45	53	45

** Multiple mentions

(Reference: Tabular Report - Table 2
Questionnaire - S1, Qu.1)
(Cross Reference: Tables 16 & 65)

5.3.3 Length of visit

Active recreationalists can generally be classified as short stay visitors with 79% staying no more than half an hour. Only 8% stayed at the lockstation for over 1 hour.

Conversely, passive recreationalists and heritage resource users tended to stay longer with only 29% and 32% respectively in the half hour or less category.

The picnicking sub-category of passive recreationalists is particularly differentiated by length of stay as a total of 41% of picnickers stay over 2 hours (30% stay between 2 to 4 hours and 11% stay over 4 hours).

Likewise, the average length of stay was much shorter among active recreationalists (36 minutes) than among passives (81 minutes) and heritage resource users (78 minutes).

TABLE 115

LENGTH OF VISIT

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnicking	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
1 to 30 minutes	78	29	28	34	4	32
31 to 60 minutes	13	32	30	33	30	35
Over 1 hour up to 2 hours	5	26	30	22	26	19
Over 2 hours up to 4 hours	1	11	11	10	30	13
Over 4 hours	2	2	1	2	11	2
Average number of minutes+	36	81	81	76	142	78

+ Averages based on actuals
** Multiple mentions

(Reference: Tabular Report - Table 18
Questionnaire - S1, Qu.7a)
(Cross Reference: Tables 18 & 67)

5.3.4 Decision making time

In general, passive recreationalists and heritage resource users were most likely to make their decision to visit the lockstation on the spur of the moment when passing by the lock (47% and 42% respectively). Active recreationalists, however, were less likely to decide on the spur of the moment (30%) and seemed to prefer planning on the same day as their visit (42%).

Picnickers were somewhat less spontaneous than other passive recreationalists as only 21% made a spur of the moment decision compared with 35% deciding the day of their visit and 29% deciding the day before their visit.

TABLE 116

WHEN DECISION WAS MADE TO VISIT LOCKSTATION

	MAIN ACTIVITY**								
	Active recreationalists		Passive recreationalists					Heritage resource users	
			Total passive		Watching boats	Sight-seeing	Picnicking		
Total respondents in analysed activity groups (100%)	142		738		337	188	88	167	
	%		%		%	%	%	%	
Spur of the moment when passing by	30	72	47	73	50	47	21	42	63
Same day as visit	42		26		24	22	35	21	
Day before visit	25		13		10	18	29	15	
2 to 6 days before visit	1		6		7	7	8	11	
1 to 2 weeks before visit	1		1		2	1	1	2	
Over 2 weeks before visit	2		7		7	5	6	9	
Don't know	-		*		-	*	-	-	

* Less than 0.5%
** Multiple mentions

(Reference: Tabular Report - Table 21
Questionnaire - S1, Qu.9)
(Cross Reference: Tables 20 & 116)

5.3.5 Lockstation services and facilities used during visit

The services and facilities available at lockstations were used to varying degrees by the three visitor activity groups.

The active recreationalists distinguished themselves as relatively poor users of most services and facilities provided at lockstations with the exception of walking paths (70% used). Since this group was, for the most part, cyclists (passing through) it is not totally unexpected that their use of many of the facilities is low.

Passive recreationalists, the group which spent the most time at the lockstation, was somewhat more likely than the heritage resource group and significantly more likely than the active group to have used the washrooms, garbage cans, picnic table, parking facilities and benches.

Heritage resource users were noted for their use of outdoor exhibits/displays, information brochures, indoor exhibits/displays, on-site direction signs and interpretive talks and demonstrations.

TABLE 117

LOCKSTATION SERVICES/FACILITIES USED DURING VISIT**

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnicking	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Walking path	70	70	65	82	52	73
Washroom	25	41	42	37	66	31
Garbage can	25	38	30	35	87	34
Picnic table	29	33	32	21	89	26
Parking facilities	15	35	34	29	67	27
Bench	25	33	33	27	28	27
Outdoor exhibit/display	11	28	29	38	19	43
Information brochures	7	26	28	36	29	39
Indoor exhibit/display	4	17	16	24	11	34
On-site direction signs to facilities	13	15	15	22	16	23
Drinking water	12	15	17	11	17	15
Interpretive talk/demonstration	1	6	8	8	2	13
Lockmaster's office	*	6	7	6	5	9
Public telephone	1	1	2	2	2	2
Barbecue	1	1	*	1	6	1
Facilities for the disabled	-	*	*	1	-	1
None of the above	10	6	6	5	-	6

** Multiple mentions
* Less than 0.5%

(Reference: Tabular Report - Table 22
Questionnaire - S1, Qu.10)
(Cross Reference: Tables 23 & 72)

5.3.6 Satisfaction with specific attributes of lockstation

Ratings on various aspects of the lockstation showed that heritage resource users are, in general, less satisfied with the facilities provided at lockstations than are active and passive recreationalists. This was true for attributes relating to washrooms, picnic tables, barbecues, parking, benches, and highway signage.

Active recreationalists were somewhat differentiated from the other two groups by the lower ratings given for the ease of identifying canal staff and the availability for the disabled.

Picnickers were differentiated from the other groups by giving higher ratings for visitor safety and parking and lower ratings for the availability of barbecues and the facilities for the disabled.

TABLE 118

LOCKSTATION SATISFACTION - SPECIFIC ATTRIBUTES

(Mean scores+)

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
Cleanliness of picnic areas	3.8	3.9	3.9	3.9	3.9	3.8
Appearance of lockstations, buildings and grounds	3.8	3.9	3.9	3.9	3.9	3.8
Helpfulness of canal staff	3.8	3.8	3.8	3.8	3.9	3.7
Ease of identifying canal staff	3.5	3.9	3.8	3.9	3.9	3.7
Condition of trails and walking paths	3.8	3.8	3.7	3.8	3.7	3.7
Cleanliness of washrooms	3.7	3.7	3.7	3.8	3.8	3.5
Facilities provided in washrooms	3.9	3.7	3.7	3.8	3.7	3.4
Availability of picnic tables	3.5	3.7	3.6	3.6	3.7	3.4
Availability of barbecues	3.2	3.5	3.5	3.5	2.9	3.2
Visitor safety	3.3	3.5	3.3	3.4	3.7	3.4
Quality of parking facilities	3.6	3.5	3.4	3.3	3.7	3.3
Availability of parking	3.3	3.4	3.3	3.1	3.7	3.2
Availability of benches	3.2	3.3	3.2	3.2	3.2	3.0
Highway/road direction signs	3.2	3.2	3.3	3.1	3.2	3.0
Availability of facilities for the disabled	2.2	3.1	3.2	2.9	2.4	2.9

+ Based on a 4 point scale where "4" means "very satisfied" and "1" means "not at all satisfied"

** Multiple mentions

(Reference: Tabular Report - Tables 25-39
Questionnaire - S1, Qu.13a)
(Cross Reference: Tables 24A & 73)

5.3.7 Preference of presentation methods for information provided at lockstations

Active recreationalists tended to prefer brochures or pamphlets (62%), and exhibits or displays (36%), no doubt due to their timeliness. Passive recreationalists, while still giving high levels of mentions to brochures and exhibits also enjoyed talks, presentations and demonstrations (19%).

Heritage resource users were more wide ranging in their preferences for presentation formats. While they showed interest in all three formats mentioned above they were also the group most interested in film and slide shows.

The time available to enjoy the information provided in each format is no doubt a consideration to visitors. It would appear that the formats requiring the greatest time are most preferred by those with the time available.

Respondents expressions of what formats they like least generally reflect the above findings. Active recreationalists again emphasised their preference for brochures as only 3% claim to like them least (compared to 14% of passive recreationalists and 12% of heritage resource users).

Film and slide show mentions, however, are consistently high among all groups for being least liked.

(Reference: Table 119A)

TABLE 119A

PREFERENCE FOR WAYS OF PRESENTING INFORMATION AND ORIENTATION ABOUT THE CANALS

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnicking	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Like best						
Brochures/pamphlets	62	53	51	38	62	31
Exhibits/displays	36	28	29	33	36	41
Talks/presentations/ demonstrations	8	19	22	28	6	22
Film/slide shows	3	8	10	8	7	20
Other	-	*	*	*	-	-
None	-	1	1	1	1	5
Don't know	-	1	*	-	1	-
Like least						
Brochures/pamphlets	3	14	12	18	10	12
Exhibits/displays	23	10	11	14	10	13
Talks/presentations/ demonstrations	32	22	20	18	29	17
Film/slide shows	32	45	49	41	41	42
None	11	12	11	9	13	17
Don't know	-	*	*	*	1	-

* Less than 0.5%
** Multiple mentions

(Reference: Tabular Report - Tables 120-121
Questionnaire - S3, Qu.7a and b)
(Cross Reference: Tables 41 & 90)

5.3.8 Preference for ways of interpreting canal heritage

When asked for preferred formats for interpreting, on-site, the heritage of the Rideau Canal active recreationalists were much more likely to prefer exhibits and displays than the other two groups. Passive recreationalists, on the other hand, were more likely to prefer talks, presentations and demonstrations than the other two groups.

TABLE 119B

PREFERENCE FOR WAYS OF INTERPRETING THE HERITAGE OF THE CANAL

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnicking	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Exhibits/displays	49	36	33	43	35	37
Talks/presentations/ demonstrations	14	23	25	28	11	17
Brochures/pamphlets	19	22	25	14	30	23
Film/slide shows	19	19	16	16	22	17
Other	-	*	*	-	-	-
None	-	2	2	1	2	6
Don't know	-	*	1	-	1	-

* Less than 0.5%
** Multiple mentions

(Reference: Tabular Report - Table 122
Questionnaire - S3, Qu.7c)
(Cross Reference: Tables 42 & 91)

5.4 Trip characteristics

5.4.1 Main form of transportation

While the majority of passive recreationalists (67%) and heritage resource users (62%) were travelling by car, truck or van during their trip, most active recreationalists (89%) were cycling. Further, while over 20% of the two former groups travelled on foot, only 1% of active recreationalists chose that mode of travel.

The "other" form of transportation used, most evident among sightseers and heritage resource users (8% and 9% respectively) included recreational vehicles, train and airplane.

TABLE 120

MAIN FORM OF TRANSPORATION
DURING TRIP

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Car/truck/van	10	67	72	75	77	62
On foot	1	21	11	17	8	23
Bicycle	89	8	13	1	10	6
Other	-	5	4	8	5	9

** Multiple mentions

(Reference: Tabular Report - Table 47
Questionnaire - S2, Qu.1)
(Cross Reference: Tables 28 & 77)

5.4.2 Duration of trip

Active recreationalists were much more likely to be on day trips (84%) than were passive recreationalists (60%) and heritage resource users (55%). Heritage resource users, on the other hand, tended to stay away from home for the longest durations as illustrated by the calculation of the average number of nights spent away from home. These figures were 2.2 for active recreationalists, 3.9 for passive recreationalists and 6.0 for heritage resource users.

Among passive recreationalists picnickers were the most likely to be on day trips as 79% indicated they would not be away from home overnight, while sightseers spent, on average, the greatest number of nights away from home (6.9).

TABLE 121

NUMBER OF NIGHTS SPENT AWAY FROM HOME ON TRIP

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
None	84	60	57	42	79	55
1 to 7	5	26	27	37	16	28
8 to 14	8	7	9	8	4	8
15 or more	3	7	7	12	1	10
Mean number of nights+	2.2	3.9	4.1	6.9	1.2	6.0

+ Means based on actuals
** Multiple mentions

(Reference: Tabular Report - Table 48
Questionnaire - S2, Qu.2a)
(Cross Reference: Tables 29 & 78)

5.4.3 Accommodation

As very few active recreationalists stayed overnight during their trip their responses when asked where they stayed have been omitted.

Passive recreationalists and heritage resource users were equally as likely to stay at hotels, motels and lodges. Heritage resource users, however, were more likely to stay at year round residences of friends or family than were passive recreationalists.

TABLE 122

ACCOMMODATION DURING TRIP**

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnicking	
Total respondents taking trip lasting one night or more in analysed activity groups (100%)	22*	293	146	106	18*	71
	%	%	%	%	%	%
Hotel/motel/lodge		61	61	68		59
Year round residence (owned by family/friend)		19	19	23		34
Campground/trailer park		18	16	23		18
Seasonal cottage (owned by self/family/friend)		8	12	3		2
University/college residence		5	1	4		5
Rented cottage/cabin		3	6	2		3
Other		2	2	2		-

* Note small base
** Multiple mentions

(Reference: Tabular Report - Table 49
Questionnaire - S2, Qu.2b)
(Cross Reference: Tables 30 & 122)

5.4.4 Intra-canal use

Active recreationalists, known to be mostly cyclists, stood out as the one visitor activity group that visited one other lockstation on that trip (23%). Although the proportion of those visiting only one lockstation that trip was high among all three visitor activity groups, it was lowest among heritage resource users (74%) and highest among picnickers (82%).

TABLE 123

NUMBER OF OTHER LOCKSTATIONS VISITED OR PLANNED ON TRIP

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
No others	75	79	75	78	82	74
1	23	11	14	12	9	14
2	1	6	5	5	4	5
3	*	3	4	2	4	6
4 or more	*	2	2	3	2	-

* Less than 0.5%
** Multiple mentions

(Reference: Tabular Report - Table 50
Questionnaire - S2, Qu.3)
(Cross Reference: Tables 31 & 123)

5.4.5 Services and facilities used away from lockstation

More active recreationalists used snack bars, and boat rentals than any other visitor activity group. High mentions of campgrounds also appeared which seems somewhat incongruous given that most members of the group were on only day trips. This discrepancy may be a result of the high level of not stated responses reported for this question.,

In general passive recreationalists were quite similar to heritage resource users in the services and facilities they used in the area surrounding the lockstation. The only exceptions were that heritage resource users were the group most likely to visit museums and galleries (43% vs. 20% for active and 27% for passive recreationalists) and go on guided walking tours (21% vs. 2% and 8%).

TABLE 124

SERVICES AND FACILITIES USED IN THE AREA SURROUNDING THE LOCKSTATION**

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnicking	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Restaurants	39	43	44	56	17	47
Snack bars	49	28	27	34	18	29
Museums/galleries	20	27	24	39	15	43
Souvenir/gift shop	7	26	26	39	13	32
Hotels/motels/lodges	4	23	25	34	3	24
Gas stations	17	23	26	25	22	16
Grocery/variety store	23	21	26	22	23	20
Boat tours	22	14	15	22	11	17
Guided walking tours	2	8	8	14	5	21
Campground	21	6	7	7	6	5
Boat rental	18	4	6	3	-	*
Movie/live theatre	1	3	4	4	1	3
Recreational/sporting equipment shop	1	4	5	4	1	3
Picnic area	-	1	1	-	4	-
Other	12	11	11	5	6	8
None	9	10	5	3	20	5
Not stated (#)	(67)	(201)	(85)	(40)	(40)	(40)

* Less than 0.5%
** Multiple mentions

(Reference: Tabular Report - Table 52
Questionnaire - S2, Qu.4)
(Cross Reference: Tables 32 & 81)

5.4.6 Adequacy of services and facilities provided away from lockstations

Ratings of the services and facilities provided by private operators appeared to differ only slightly when examined by visitor activity groups.

Those differences that did appear reveal no clear pattern of thought within activity groups but do include a tendency for active recreationalists to desire more snack bars and fewer hotels/motels and lodges. Heritage resource users tended to feel there were too few campgrounds while passive recreationalists were more satisfied with the number of recreationalists and sporting equipment shops than either of the other two visitor groups.

TABLE 125

ADEQUACY OF SERVICES/FACILITIES PROVIDED BY PRIVATE OPERATORS

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnicking	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Campgrounds						
Too many	-	1	*	*	1	-
The right number	28	26	29	21	20	18
Too few	8	11	12	15	14	17
No opinion/don't know	64	63	59	64	65	66
Mean score+	1.8	1.7	1.7	1.6	1.6	1.5
Snack bars						
Too many	*	1	1	1	1	1
The right number	36	44	41	45	43	43
Too few	34	19	22	14	23	20
No opinion/don't know	30	36	36	41	32	36
Mean score+	1.5	1.0	1.7	1.8	1.7	1.7
Movie/live theatre						
Too many	-	1	1	2	1	*
The right number	16	25	23	25	16	20
Too few	11	11	13	10	12	16
No opinion/don't know	73	63	64	64	71	64
Mean score+	1.6	1.7	1.7	1.8	1.6	1.6

TABLE 125 (cont'd)

ADEQUACY OF SERVICES/FACILITIES PROVIDED BY PRIVATE OPERATORS

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Boat rentals						
Too many	-	1	2	1	1	1
The right number	22	27	27	21	22	15
Too few	13	12	14	9	24	15
No opinion/don't know	65	60	57	69	54	70
Mean score+	1.6	1.7	1.7	1.7	1.5	1.5
Grocery/variety stores						
Too many	-	*	*	1	1	1
The right number	24	40	42	30	46	32
Too few	16	13	16	13	9	17
No opinion/don't know	61	47	43	56	43	50
Mean score+	1.6	1.8	1.7	1.7	1.9	1.7
Restaurants						
Too many	*	1	*	2	1	1
The right number	42	51	49	54	45	49
Too few	21	16	21	14	21	20
No opinion/don't know	37	32	30	31	34	31
Mean score+	1.7	1.8	1.7	1.8	1.7	1.7
Recreational/sporting equipment shops						
Too many	-	1	1	1	1	1
The right number	20	24	25	20	17	17
Too few	15	8	10	7	8	17
No opinion/don't know	66	67	64	73	74	65
Mean score+	1.6	1.8	1.7	1.8	1.7	1.6
Museums/galleries						
Too many	*	*	*	*	-	*
The right number	27	40	41	47	26	44
Too few	2	16	14	13	15	15
No opinion/don't know	70	44	45	40	58	41
Mean score+	1.9	1.7	1.8	1.8	1.6	1.8

TABLE 125 (cont'd)

ADEQUACY OF SERVICES/FACILITIES PROVIDED BY PRIVATE OPERATORS

	MAIN ACTIVITY**					
	Active recreationalists	Passive recreationalists				Heritage resource users
		Total passive	Watching boats	Sight-seeing	Picnic-king	
Total respondents in analysed activity groups (100%)	142	738	337	188	88	167
	%	%	%	%	%	%
Gas stations						
Too many	*	1	*	1	2	1
The right number	23	40	44	33	45	31
Too few	2	11	12	17	9	17
No opinion/don't know	75	48	44	49	44	52
Mean score+	1.9	1.8	1.8	1.7	1.9	1.7
Hotels/motels/lodges						
Too many	*	1	1	2	2	*
The right number	24	41	43	44	34	40
Too few	1	10	11	11	8	12
No opinion/don't know	75	48	45	43	57	48
Mean score+	2.0	1.8	1.8	1.8	1.9	1.8
Souvenir/gift shops						
Too many	2	4	3	5	4	2
The right number	24	38	38	37	28	33
Too few	10	12	16	15	12	15
No opinion/don't know	64	46	44	43	56	50
Mean score+	1.8	1.8	1.8	1.8	1.8	1.7

+ Based on 3 point scale where "1" means "too few" and "3" means "too many"
* Less than 0.5%
** Multiple mentions

(Cross Reference: Tables 38 & 87)

5.5 Additional comments

5.5.1 Visitor safety

The level of satisfaction with visitor safety was generally very high as 79% of respondents indicated that they were either very or somewhat satisfied. Variations in the satisfaction levels by duration of trip were apparent with those on trips of over 17 nights rating visitor safety slightly lower than those on shorter trips (see Section 2.4.1). Similarly Ottawa Locks visitors gave lower satisfaction scores than visitors to other lockstations or lock types (see Section 3.4.1). Picnickers were also differentiated from other passive recreationalists, active recreationalists and heritage resource users by the higher ratings they gave for visitor safety (see Section 4.3.6).

Respondents were given an opportunity on an open-ended basis to indicate any other services or facilities not available at lockstations that they would like to see made available. Of those who responded to this question just 7% mentioned a desire for fencing and safety equipment (see Section 2.6.2).

In general, respondents agreed with the statement that "the locks on the canal are safe for sightseeing" (mean score of 3.3 based on a 4 point scale where "4" means "very satisfied" and "1" means "not at all satisfied").

5.5.2 Staff overview

Overall, respondents indicated a high level of satisfaction for the ease of identifying canal staff and the helpfulness of canal staff. Both of these attributes received mean scores of 3.8 based on a 4 point scale where "4" means "very satisfied" and a "1" means "not at all satisfied". There were virtually no differences on these attributes for duration of trip, visitor origin and lockstation or lock type visited, however, active recreationalists (3.5) were somewhat differentiated from passive recreationalists (3.9) and heritage resource users (3.7) by the lower ratings given for these ease of identifying canal staff (see Section 2.4.1, 3.4.1 and 4.3.6).

The canal staff were also the most favourably rated information source as 66% of respondents were satisfied with the informativeness of the staff (see Section 2.6.5).

The importance of the canal staff is further illustrated by the high level of respondents who agreed that "personal contact with the staff is an important part of a lockstation visit" (mean score of 3.3 based on a 4 point scale where "4" means "strongly agree" and "1" means "strongly disagree"). Those who were less likely to agree with this statement were those residents local to the area (see Section 3.7.2). In addition, active recreationalists (3.1) were less likely to agree to this statement than were passive recreationalists watching boats (3.5) (see Section 4.2.10).

6.0 SUMMARY OF FINDINGS - SPECIFIC LOCKSTATION EVALUATIONS

6.1 Ottawa Locks

6.1.1 Features visited or used and reasons why not used

A total of 37% of respondents said they visited the Bytown museum while at the Ottawa Locks. The main reasons for not visiting this feature were that there was no time (24%) or that they had already visited (10%). The Rideau Canal builders exhibit was visited by 28% of the respondents with the main reasons for not visiting being no time (26%) and not aware of exhibit (19%).

In total, just slightly more than half (53%) of the visitors did not make use of either of these features while at the Ottawa Locks.

TABLE 126

FEATURES VISITED OR USED
AND REASONS WHY NOT USED

	Total
Total respondents who visited Ottawa Locks (100%)	529
	%
Bytown Museum	
Yes	(37)
No	(63)
No time	24
Already visited	10
Not aware	7
Not interested	5
Not open	5
Other	4
Not stated	8
Rideau Canal builders exhibit	
Yes	(28)
No	(72)
No time	26
Not aware	19
Already visited	7
Not interested	6
Not open	3
Other	3
Not stated	7
Neither of the above	(53)

(Reference: Tabular Report - Tables 1-4
Questionnaire - S5, Qu.1-2)

6.1.2 Importance of attributes for enjoyment of lockstation

Respondents who visited Ottawa Locks were asked to rate how important it would be to provide, for their enjoyment of the Ottawa Locks, certain special features and exhibits. The rating scale used was as follows:

	Weight for mean scores
Very important	3
Somewhat important	2
Not important	1

The highest mean score was for "an outdoor exhibit to explain the locking procedure" (2.5). A large majority (86%) of respondents felt this feature would be of importance (either very or somewhat) including just over half (54%) who felt it was very important for their enjoyment.

"Exhibits about the rest of the Rideau Canal" was also rated highly (2.3 more than somewhat important) with 86% of respondents rating this feature as having a degree of importance.

Two other features, "more information brochures" and "on-site talks or guided tours about the locks and how they operate" were rated 2.2 and 2.1 respectively, slightly closer to the mid-point somewhat important. Those unable to rate these attributes amounted to at least half of all respondents in the case of the "outdoor exhibits", for "more information brochures" very few were able to answer whether or not those not answering were indicating a lack of interest in these items it is not clear but interpretation of these results should take the high percentage of "not stateds" into account.

(Reference: Table 127)

TABLE 127

IMPORTANCE OF ATTRIBUTES FOR ENJOYMENT OF LOCKSTATION

Total respondents who visited Ottawa Locks lockstation (100%)			Very important	Somewhat important	Not important	No opinion	Mean score	Not stated
								(#)
An outdoor exhibit to explain the locking procedure	529	%	54	31	10	6	2.5	(51)
			85					
Exhibits about the rest of the Rideau Canal	529	%	32	54	7	7	2.3	(69)
			86					
More information brochures	529	%	32	43	13	12	2.2	(96)
			75					
On-site talks or guided tours about the locks and how they operate	529	%	32	39	23	6	2.1	(63)
			71					

(Reference: Tabular Report - Tables 4-7
Questionnaire - S5, Qu.3)

6.1.3 Satisfaction with ease of reaching Ottawa Locks

Nearly all (97%) were satisfied (either very or somewhat) with the ease of reaching the Ottawa Locks, including three-quarters (75%) who were very satisfied.

TABLE 128

SATISFACTION WITH EASE OF REACHING OTTAWA LOCKSTATION

	Total	
Total respondents who visited Ottawa Locks (100%)	529	
	%	
Very satisfied	75	97%
Somewhat satisfied	22	
Not very satisfied	3	
Not at all satisfied	*	

* Less than 0.5%

(Reference: Tabular Report - Table 9
Questionnaire - S5, Qu.4)

6.1.4 How found out about Ottawa Locks

When respondents were asked how they learned about the Ottawa Locks, 29% said they knew about the locks because they lived in the area while 21% saw the locks from the roadside or were just passing through. Secondary sources such as hearing about the locks from friends and relatives or through pamphlets and brochures were the next most frequently mentioned sources with 17% and 14% respectively.

TABLE 129

HOW FOUND OUT ABOUT OTTAWA LOCKS**

	Total
Total respondents who visited Ottawa Locks (100%)	529
	%
Live in area	29
Roadside view/just passing by	21
From friends/relatives	17
Pamphlets or brochures	14
Previous trip to area	11
Tourist information office	6
In school	5
From going on a boat tour	4
Newspapers	2
Signs along the road	2
Magazines	2
Television	1
Travel agent	1
Boat shows/trade shows	1
Other	4

** Multiple mentions

(Reference: Tabular Report - Table 10
Questionnaire - S5, Qu.5)

6.2 Jones Falls lockstation

6.2.1 Features visited or used at Jones Falls lockstation

Just over half (52%) the respondents who visited Jones Falls lockstation made use of the Visitor Center. The next most frequently used features of the lockstation were the hiking trail around the bay (42%) and the stone arch dam (40%). A possible misinterpretation by respondents to mean the formal trail on the east side of the lockstation would mean that the actual percentage using the trail around the bay may be somewhat lower. Visited by approximately one-quarter of the respondents was the defensible lockmaster's house (24%) and the blacksmith shop (23%).

TABLE 130

FEATURES VISITED OR USED**

	Total
Total respondents who visited Jones Falls lockstation (100%)	66
	%
Visitor Center	52
Hiking trail around the bay	42
Stone arch dam	40
Defensible lockmaster's house	24
Blacksmith shop	23
Interpretive staff in period costume	20
R.W.C.A. sales and information outlet	10

** Multiple mentions

(Reference: Tabular Report - Table 30
Questionnaire - S5, Qu.1)

6.2.2 Importance of attributes for enjoyment of lockstation

Respondents who visited Jones Falls lockstation were asked to rate how important it would be to provide, for their enjoyment at Jones Falls lockstation, certain special features and exhibits. The rating scale used was as follows:

	Weight for mean scores
Very important	3
Somewhat important	2
Not important	1

Visitor Center exhibits and the defensible lockmaster's house were given the highest importance ratings (2.5 and 2.4 respectively). More information brochures, the blacksmith shop and interpretive staff in period costume were felt to be slightly less important with mean scores of 2.3, 2.3 and 2.2 respectively. Both guided tours and the R.W.C.A. sales and information outlet were only somewhat important (average score of 2.0 each).

TABLE 131

IMPORTANCE OF ATTRIBUTES FOR ENJOYMENT OF LOCKSTATION

	Total respondents who visited Jones Falls lockstation (100%)	Very important	Somewhat important	Not important	No opinion	Mean score
Visitor Center exhibits	66 %	48	34	6	12	2.5
		82				
Defensible lockmaster's house	66 %	41	38	9	13	2.4
		79				
More information brochures	66 %	37	43	9	11	2.3
		80				
Blacksmith shop	66 %	39	36	11	14	2.3
		75				
Interpretive staff in period costume	66 %	32	38	17	13	2.2
		70				
Guided tours	66 %	22	32	26	20	2.0
		54				
R.W.C.A. sales and information outlet	66 %	20	32	20	28	2.0
		52				

(Reference: Tabular Report - Tables 38-44
Questionnaire - S5, Qu.3)

6.2.3 How found out about Jones Falls lockstation

When respondents were asked how they found out about Jones Falls lockstation, one-third (33%) mentioned they heard about it from friends or relatives. A further 20% said they knew about the locks because they lived in the area, 18% found out due to a previous trip to the area, and 8% knew of the locks because they had a cottage in the area.

TABLE 132

HOW FOUND OUT ABOUT JONES FALLS LOCKSTATION

	Total
Total respondents who visited Jones Falls lockstation (100%)	66
	%
From friends or relatives	33
Live in the area	20
Previous trip to area	18
Have cottage in area	8
Pamphlets/brochures	7
Signs along the road	6
Roadside view/just passing by	5
In school	3
Magazines	2
Tourist information office	2
Used to live in area	2
Television	1
Newspapers	1
Visit to other lockstation	1
Other	3

** Multiple mentions

(Reference: Tabular Report - Table 55
Questionnaire - S5, Qu.8)

6.2.4 Where parked at Jones Falls lockstation

Almost two-thirds (62%) of the respondents parked beside or near Hotel Kenney and one-quarter (24%) parked in the main parking lot near the highway. The small parking lot near the lockmaster's office (3%) and on the end of the road to horseshoe dam (2%) were used less often.

TABLE 133

WHERE PARKED

	Total
Total respondents who visited Jones Falls lockstation (100%)	66
	%
Beside or near Hotel Kenney	62
Main parking lot near highway	24
Small parking lot near lockmaster's office	3
Small parking lot on road to horseshoe dam	2
Did not drive to lockstation	7

(Reference: Tabular Report - Table 46
Questionnaire - S5, Qu.4b)

6.2.5 Reason for parking at location mentioned

The main reasons that respondents chose to park in the locations they mentioned were that it was the first place they came to (35%) or that it was the closest to the part of the lockstation they were visiting (28%). Not aware of the other parking areas (15%), always parking there (15%), and staying/eating at Hotel Kenney (15%) were other reasons mentioned by respondents.

TABLE 134

REASON FOR PARKING AT LOCATION MENTIONED**

	Total
Total respondents who drove to Jones Falls lockstation (100%)	60
	%
First place came to	35
Closest to part of lockstation visited	28
Not aware of other parking areas	15
Always park there	15
Staying/eating at Hotel Kenney	15
Followed someone's directions	7
First parking choice was full	2
Other	2

** Multiple mentions

(Reference: Tabular Report - Table 47
Questionnaire - S5, Qu.4c)

6.2.6 Station with parking facilities

The majority of respondents (84%) who drove to Jones Falls lockstation were satisfied, either very or somewhat, with the parking facilities provided there.

TABLE 135

SATISFACTION WITH PARKING FACILITIES

	Total
Total respondents who visited Jones Falls lockstation (100%)	66
	%
Very satisfied	53 ⎤ 84%
Somewhat satisfied	31 ⎦
Not very satisfied	15
Not at all satisfied	1

(Reference: Tabular Report - Table 45
Questionnaire - S5, Qu.4a)

6.2.7 Whether or not had taken a guided tour

Nearly all respondents (97%) did not take a guided tour of Jones Falls lockstation. The main reasons for not taking a guided tour were that respondents were not aware of the tour (54%), that they were already familiar with the lockstation (21%) and, they did not have enough time (20%). Only 11% of those not taking the tour were not interested in the tour.

TABLE 136

WHETHER OR NOT TAKEN A GUIDED TOUR

	Total
Total respondents who visited Jones Falls lockstation (100%)	66
	%
No	97
Yes	3

(Reference: Tabular Report - Table 48
Questionnaire - S5, Qu.5)

TABLE 137

REASONS FOR NOT TAKING A GUIDED TOUR**

	Total
Total respondents who did not take a guided tour at Jones Falls lockstation (100%)	62
	%
Not aware	54
Already familiar with lockstation	21
Not enough time	20
Not interested	11
Not available at the time	4

** Multiple mentions

(Reference: Tabular Report - Table 54
Questionnaire - S5, Qu.7)

6.3 Kingston Mills lockstation

6.3.1 Features visited or used at Kingston Mills lockstation

The visitor centre at Kingston Mills lockstation was visited by one-third (33%) of respondents and the blockhouse was visited by 20%. The R.W.C.A. sales and information outlet (6%) and the theatre program (4%) were visited by considerably fewer respondents.

Nearly two-thirds (60%) of the respondents did not visit any of the above four features.

TABLE 138

FEATURES VISITED OR USED**

	Total
Total respondents who visited Kingston Mills lockstation (100%)	64
	%
Visitor centre	33
Blockhouse	20
R.W.C.A. sales and information outlet	6
Theatre program	4
None of the above	60

** Multiple mentions

(Reference: Tabular Report - Table 11
Questionnaire - S5, Qu.1)

6.3.2 How found out about Kingston Mills lockstation

About half (48%) of respondents who visited Kingston Mills lockstation knew of the lock because they live in the area and 13% knew of it due to a previous trip to the area. Learning about the lockstation from friends and relatives was mentioned by 30% of the respondents.

TABLE 139

HOW FOUND OUT ABOUT KINGSTON MILLS LOCKSTATION**

	Total
Total respondents who visited Kingston Mills lockstation (100%)	64
	%
Live in area	48
From friends/relatives	30
Previous trip to area	13
Pamphlets/brochures	8
Roadside view/just passing by	7
In school	3
Tourist information office	3
Signs along the road	3
Magazines	2
Radio	2
Newspapers	2
Other	2

** Multiple mentions

(Reference: Tabular Report - Table 29
Questionnaire - S5, Qu.5)

6.3.3 Importance of attributes for enjoyment of lockstation

Respondents who visited Kingston Mills lockstation were asked to rate how important it would be to provide, for their enjoyment of Kingston Mills lockstation, certain special features and exhibits. The rating scale used was as follows:

	Weight for mean scores
Very important	3
Somewhat important	2
Not important	1

The importance for the attributes followed the same rank order as the features of the lockstation used or visited. Specifically, the visitor centre (mean score of 2.4) and the blockhouse (2.3) were rated highest in importance, followed by interpretive staff in period costume (2.0), film program in theatre (1.8), and R.W.C.A. sales and information outlet (1.8).

TABLE 140

IMPORTANCE OF ATTRIBUTES FOR ENJOYMENT OF LOCKSTATION

<table>
<tr><th>Total respondents who visited Kingston Mills lockstation (100%) →</th><th></th><th></th><th>Very important</th><th>Somewhat important</th><th>Not important</th><th>No opinion</th><th>Mean score</th></tr>
<tr><td>Lockmaster Anglin Visitor Center</td><td>64</td><td>%</td><td>38</td><td>37</td><td>7</td><td>18</td><td>2.4</td></tr>
<tr><td></td><td></td><td></td><td colspan="2">75</td><td></td><td></td><td></td></tr>
<tr><td>Blockhouse</td><td>64</td><td>%</td><td>33</td><td>34</td><td>10</td><td>23</td><td>2.3</td></tr>
<tr><td></td><td></td><td></td><td colspan="2">67</td><td></td><td></td><td></td></tr>
<tr><td>Interpretive staff in period costume</td><td>64</td><td>%</td><td>25</td><td>23</td><td>22</td><td>29</td><td>2.0</td></tr>
<tr><td></td><td></td><td></td><td colspan="2">48</td><td></td><td></td><td></td></tr>
<tr><td>Film program in theatre</td><td>64</td><td>%</td><td>13</td><td>26</td><td>25</td><td>36</td><td>1.8</td></tr>
<tr><td></td><td></td><td></td><td colspan="2">39</td><td></td><td></td><td></td></tr>
<tr><td>R.W.C.A. sales and information outlet</td><td>64</td><td>%</td><td>12</td><td>26</td><td>28</td><td>34</td><td>1.8</td></tr>
<tr><td></td><td></td><td></td><td colspan="2">38</td><td></td><td></td><td></td></tr>
</table>

(Reference: Tabular Report - Tables 16-20
Questionnaire - S5, Qu.3)

6.3.4 Interest in having services and information provided at renovated visitor center

Respondents were asked how interested they would be in having certain services and information provided at a renovated visitor center at Kingston Mills lockstation. The rating scale used was as follows:

	Weight for mean scores
Very interested	3
Somewhat interested	2
Not interested	1

Nearly all (90%) respondents were interested, either very or somewhat, in exhibits on the history of Kingston Mills lockstation (mean score of 2.5). Further information on the Rideau Canal from either staff (83%) or in the form of information brochures (88%) were also of interest (both with mean scores of 2.5). Other forms of exhibits about either other lockstations and highlights along the Rideau Canal (86%) or outlining the visitor services and facilities along the canal were also of great interest (mean score of 2.4 and 2.3 respectively).

Films or slide shows about the heritage of the canal (78%), about Kingston Mills lockstation (71%) and highlighting the facilities, services and resources along the canal (71%) were also rated of some interest by a majority of respondents (mean score of 2.3, 2.2 and 2.2 respectively).

(Reference: Table 141)

TABLE 141

INTEREST IN HAVING SERVICES AND INFORMATION PROVIDED AT RENOVATED VISITOR CENTER

	Total respondents who visited Kingston Mills lockstation (100%)	Very impor-tant	Somewhat impor-tant	Not impor-tant	No opinion	Mean score
Exhibits on the history of Kingston Mills lockstation	64 %	53	37	4	6	2.5
		90				
A selection of information brochures	64 %	51	37	7	5	2.5
		88				
Staff who provide information on the Rideau Canal	64 %	53	30	11	7	2.5
		83				
Exhibits about other lockstations and highlights along the Rideau Canal	64 %	39	47	7	7	2.4
		86				
Exhibits outlining the visitor services and facilities along the canal	64 %	40	44	9	7	2.3
		84				
Films/slide shows about the heritage of the Rideau Canal	64 %	42	36	16	7	2.3
		78				
Films/slide shows about Kingston Mills lockstation	64 %	34	37	21	8	2.2
		71				
Films/slide show highlighting the facilities, services and resources along the Rideau Canal	64 %	36	35	21	8	2.2
		71				

(Reference: Tabular Report - Tables 21-28
Questionnaire - S5, Qu.4)

6.4 Smiths Falls lockstation

6.4.1 Features visited or used at Smiths Falls (Combined) lockstation

The trails/paths along the canal were the most popular feature of Smiths Falls lockstation, used by almost half (46%) of respondents. The visitor centre was visited by 14% of respondents and the R.W.C.A. sales and information outlet was visited by 7%.

Half of the respondents (49%) did not visit or use any of the three features listed in the questionnaire.

TABLE 142

FEATURES VISITED OR USED AT
SMITHS FALLS (COMBINED) LOCKSTATION**

	Total
Total respondents who visited Smiths Falls (Combined) lockstation (100%)	97
	%
Trails/paths along the canal	46
Visitor centre	14
R.W.C.A. sales and information outlet	7
None of the above	49

** Multiple mentions

(Reference: Tabular Report - Table 56
Questionnaire - S5, Qu.1)

6.4.2 Additional enjoyment of Smiths Falls (Combined) lockstation if facilities were available

Respondents were asked how much certain features and exhibits would add to their enjoyment of the Smiths Falls lockstation if they were available. The rating scale used was as follows:

	Weighs for mean scores
A lot	3
A little	2
Not at all	1

Although "a museum with exhibits highlights facilities, services", and "resources along the Rideau Canal and outdoor exhibits showing how the locks work" received the highest scores they were only perceived as adding a little enjoyment to a lockstation visit (mean score of 2.1).

"Access to the abandoned set of locks", "on-site exhibits about the abandoned locks", "improved direction signs" and "exhibits, and guided tours" all received mean scores of 1.9 putting them on the down side in their potential to add to the enjoyment of a lockstation visit.

TABLE 143

ADDITIONAL ENJOYMENT OF SMITHS FALLS
LOCKSTATION IF FOLLOWING WERE AVAILABLE

	Total respondents who visited Smiths Falls (Combined) lockstation (100%)	A lot	A little	Not at all	Mean score
A museum with exhibits highlighting facilities, services and resources along the Rideau Canal	96 %	36	34	30	2.1
Outdoor exhibits showing how the locks work	96 %	35	37	28	2.1
Access to the abandoned set of locks	96 %	28	38	34	1.9
On-site exhibits about the abandoned locks	96 %	26	41	33	1.9
Improved direction signs and exhibits	96 %	24	44	32	1.9
Guided tours	96 %	24	38	38	1.9

(Reference: Tabular Report - Tables 60-65
Questionnaire - S5, Qu.3)

6.4.3 Importance of services and facilities being provided in a visitor centre or museum at Smiths Falls (Combined) lockstation

Respondents were asked how important it was to them that certain services and facilities be provided in a visitor centre or museum at Smiths Falls lockstation. The rating scale used was as follows:

	Weight for mean scores
Very important	3
Somewhat important	2
Not important	1

From a list describing eight services and facilities available at Smiths Falls lockstation "exhibits about the history of Smiths Falls lockstation" was rated most important with an average score of 2.3. Although the highest score given when translated it means that the exhibits were slightly more important than somewhat but still far from being very important. Likewise, "information on the highlights and facilities", "exhibits showing how the locks work" and "exhibits about the heritage resources of the Rideau Canal" were not seen to be much more than somewhat important among visitors to the Smiths Falls lockstation (average score of 2.2 for each). Also clustered around the mid point (somewhat important) were "information on eastern Ontario and other park and canal sites" (average score of 2.1), "personal contact with the staff" (average score 2.0), "films, slide shows about the Rideau Canal" (average score of 1.9) and "R.W.C.A. sales and information outlet" (average score 1.8).

(Reference: Table 144)

TABLE 144

IMPORTANCE OF SERVICES OR FACILILITIES BEING PROVIDED IN A VISITOR CENTER OR MUSEUM AT SMITHS FALLS (COMBINED) LOCKSTATION

<table>
<tr><th></th><th>Total respondents who visited Smiths Falls (Combined) lockstation (100%)</th><th>Very impor-tant</th><th>Somewhat impor-tant</th><th>Not impor-tant</th><th>No opinion</th><th>Mean score</th></tr>
<tr><td>Exhibits about the history of Smiths Falls lockstation</td><td>96 %</td><td>34</td><td>39</td><td>12</td><td>16</td><td>2.3</td></tr>
<tr><td></td><td></td><td colspan="2">73</td><td></td><td></td><td></td></tr>
<tr><td>Information on the highlights, facilities and services along the Rideau Canal</td><td>96 %</td><td>29</td><td>43</td><td>11</td><td>17</td><td>2.2</td></tr>
<tr><td></td><td></td><td colspan="2">72</td><td></td><td></td><td></td></tr>
<tr><td>Exhibits showing how the locks work</td><td>96 %</td><td>33</td><td>37</td><td>15</td><td>14</td><td>2.2</td></tr>
<tr><td></td><td></td><td colspan="2">70</td><td></td><td></td><td></td></tr>
<tr><td>Exhibits about the heritage resources of the Rideau Canal</td><td>96 %</td><td>28</td><td>41</td><td>15</td><td>16</td><td>2.2</td></tr>
<tr><td></td><td></td><td colspan="2">69</td><td></td><td></td><td></td></tr>
<tr><td>Information on eastern Ontario and other park and canal sites</td><td>96 %</td><td>27</td><td>40</td><td>17</td><td>16</td><td>2.1</td></tr>
<tr><td></td><td></td><td colspan="2">67</td><td></td><td></td><td></td></tr>
<tr><td>Personal contact with the staff</td><td>96 %</td><td>24</td><td>38</td><td>23</td><td>15</td><td>2.0</td></tr>
<tr><td></td><td></td><td colspan="2">62</td><td></td><td></td><td></td></tr>
<tr><td>Films/slide shows about the Rideau Canal</td><td>96 %</td><td>15</td><td>46</td><td>23</td><td>16</td><td>1.9</td></tr>
<tr><td></td><td></td><td colspan="2">61</td><td></td><td></td><td></td></tr>
<tr><td>R.W.C.A. sales and information outlet</td><td>96 %</td><td>13</td><td>40</td><td>27</td><td>20</td><td>1.8</td></tr>
<tr><td></td><td></td><td colspan="2">53</td><td></td><td></td><td></td></tr>
</table>

(Reference: Tabular Report - Tables 66-73
Questionnaire - S5, Qu.4)

6.4.4 Changes which would increase the number of visitors to Smiths Falls (Combined) lockstation

Respondents were asked which changes they thought would increase the number of visitors to the Smiths Falls lockstation.

One-third (33%) of respondents thought improved direction signs to the lockstation would increase the number of visitors and just over one-quarter (27%) thought having all promotions of Smiths Falls include references to the lockstation would increase this number.

Having more on-site exhibits (21%), more advertising (20%), more direction signs (12%), and more parking close to the site (9%) were the other changes respondents thought would increase the number of visitors.

TABLE 145

CHANGES WHICH WOULD INCREASE THE NUMBER OF VISITORS TO SMITHS FALLS (COMBINED) LOCKSTATION**

	Total
Total respondents who visited Smiths Falls (Combined) lockstation (100%)	96
	%
Improved direction signs to the lockstation in town	33
Having all promotions of Smiths Falls include references to the lockstation	27
More on-site exhibits	21
More advertising brochures	20
More direction signs at the lockstation	12
More parking close to the site	9
None of the above	35

** Multiple mentions

(Reference: Tabular Report - Table 74
Questionnaire - S5, Qu.5)

6.4.5 Interest in using a walking path linking Detached, Combined and Old Slys lockstation and Heritage house museum

Almost all respondents (89%) were interested, either very or somewhat, in using a walking path linking the Combined, Detached, and Old Slys lockstation and Heritage house museum.

TABLE 146

INTEREST IN USING A WALKING PATH LINKING DETACHED, COMBINED AND OLD SLYS LOCKSTATION AND HERITAGE HOUSE MUSEUM

	Total	
Total respondents who visited Smiths Falls (Combined) lockstation (100%)	96	
	%	
Very interested	74	89%
Somewhat interested	15	
Not interested	12	

(Reference: Tabular Report - Table 75
Questionnaire - S5, Qu.6a)

6.4.6 How found out about Smiths Falls (Combined) lockstation

A total of 40% of respondents knew about Smiths Falls lockstation because they live in the area. A further 11% found out on a previous trip to the area.

Other sources of finding out about the lockstation were hearing from friends and relatives (20%) or seeing the lock from the roadside view when just passing by (16%).

TABLE 147

HOW FOUND ABOUT SMITHS FALLS (COMBINED) LOCKSTATION

	Total
Total respondents who visited Smiths Falls (Combined) lockstation (100%)	97
	%
Live in the area	40
From friends/relatives	20
Roadside view/just passing by	16
Previous trip to area	11
Pamphlets or brochures	7
Have cottage in the area	6
In school	4
Signs along the road	3
Tourist information office	3
Newspapers	1

** Multiple mentions

(Reference: Tabular Report - Table 78
Questionnaire - S5, Qu.8)

6.4.7 Where parked at Smiths Falls (Combined) lockstation

Just over one-third (38%) of respondents parked in the lockstation parking lot. A further 18% parked in the lot beneath the water tower and 11% parked on a back street.

Just under one-quarter (22%) of respondents did not drive to the lockstation.

TABLE 148

WHERE PARKED AT SMITHS FALLS (COMBINED) LOCKSTATION

	Total
Total respondents who visited Smiths Falls (Combined) lockstation (100%)	96
	%
Lockstation parking lot	38
Parking lot beneath the water tower	18
On a back street	11
In downtown Smiths Falls	9
Victoria Park campground	1
Did not drive to the lockstation	22

(Reference: Tabular Report - Table 77
Questionnaire - S5, Qu.7)

6.4.8 Ever visited Smiths Falls (Detached) lockstation

Under half (41%) of the respondents who visited Smiths Falls (Combined) lockstation also visited Smiths Falls (Detached) lockstation.

TABLE 149

EVER VISITED SMITHS FALLS (DETACHED) LOCKSTATION

	Total
Total respondents who visited Smiths Falls (Combined) lockstation (100%)	96
	%
Yes	41
No	59

(Reference: Tabular Report - Table 77
Questionnaire - S5, Qu.7)

6.4.9 Interest in using following methods to find out about the wetland area in Smiths Falls (Detached) lockstation

Respondents who visited both the Combined and Detached lockstations in Smiths Falls, were asked how interested they would be in using certain methods to find out more about the wetland area located beside Smiths Falls Detached lockstation. The rating scale was as follows:

	Weight for mean scores
Very interested	3
Somewhat interested	2
Not interested	1

The features of highest interest were a tour, either guided (mean score of 2.4) or self-guided (2.3), viewing from an observation tower (2.3) and a walking path into the wildlife watching area (2.3).

Of much less interest were canoe rental (1.9) and a boat tour (1.9).

TABLE 150

INTEREST IN USING FOLLOWING METHODS TO FIND OUT MORE ABOUT THE WETLAND AREA IN SMITHS FALLS (DETACHED) LOCKSTATION

	Total respondents who visited Smiths Falls (Combined and Detached) (100%)	Very interested	Somewhat interested	Not interested	Mean score
Guided tour	39 %	52	32	17	2.4
		84			
Self-guided tour	39 %	50	32	18	2.3
		82			
Observation tower	39 %	49	33	19	2.3
		82			
Walking path into wildlife watching area	39 %	45	35	20	2.3
		80			
Boat tour	39 %	29	34	37	1.9
		63			
Canoe rental	39 %	29	32	39	1.9
		61			

(Reference: Tabular Report - Tables 80-85
Questionnaire - S5, Qu.10)

APPENDIX I

INFORMATION REQUIREMENTS

Information requirements

Socio-economic information is required as input to decisions concerning a number of management issues. These issues, and the related informational requirements, are outlined in the document titled "Trent-Severn Waterway: Management Issues and Socio-economic Database Review and Analysis"[1]. Although this document specifically addresses Trent-Severn management concerns, the issues examined, and informational requirements identified, are also relevant to Rideau Canal management planning. The following outlines the informational requirements identified in the database review which will be provided by the land-based visitor study.

1. Land based visitor statistics
   - Attendance by location and type (i.e. entrant, visitor, visitor-user)
   - Mode of travel to lock station

2. Visitor profile

   Party descriptors

   - Size
   - Composition (age of party members/family, friends)
   - Age
   - Origin

   Visitor descriptors

   - Age
   - Sex
   - Language
   - Education
   - Occupation
   - Income
   - Origin
   - Past visits to National parks

3. Visit characteristics
   - Visit planning (when, main reason for visit)
   - Length of visit
   - Service/facility usage
   - Activity participation

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[1] Whiting, P.G., "Trent-Severn Waterway - Management Issues and Socio-Economic Database Review and Analysis", November 1985.

4. Trip characteristics

- Mode of travel
- Trip duration (hours/nights)
- Whether lock station main/only/one of many destinations
- Other locks visited
- Accommodation
- Service/facility usage
- Activity/participation
- Trip expenditures

5. Service/facility usage

- Ever used
    - services/facilities provided at lock stations
    - private services/facilities (hotel, restaurant, grocery store, etc.)
- Importance of facilities/services provided at lock sations

6. Satisfaction with services/facilities

- Services/facilities provided at lock station visited on current trip
- Private services/facilities desired
- Other services/facilities desired

7. Lock station use

- Past lock station visits (1986)
- Future lock station visits (1988)
- Current season visits (past, planned) (1987) total, duration and season

8. Environment Canada, Parks profile of waterway

- Source of awareness of waterway
- Satisfaction with availability of information
- Awareness of Environment Canada, Parks involvement in waterway
- Interest in types of information
- Preferred mode of information presentation

APPENDIX II

STUDY PLACEMENT QUESTIONNAIRE

ESTIMATED DAILY LOCKSTATIONS ATTENDANCE BY SEASON AND DAY TYPE

	PRE-JULY 1ST		JULY 1ST-LABOUR DAY		POST-LABOUR DAY	
	Week day	Week-end/holiday	Week day	Week-end/holiday	Week day	Week-end/holiday
Rideau Canal	#	#	#	#	#	#
Ottawa	220	1408	765	4591	174	1280
Long Island	12	79	43	257	10	72
Merrickville	12	80	43	260	10	72
Combined	13	83	45	271	10	76
Newboro	12	74	40	240	9	67
Jones Falls	20	125	68	409	15	114
Kingston Mills	23	146	80	477	18	133
Hartwells	29	188	102	612	23	171
Hogs Back	28	181	98	590	22	164
Black Rapids	14	88	48	290	11	81
Narrows	16	102	56	333	13	93
Chaffey's	14	88	48	287	11	80
Burritts Rapids	20	126	69	411	16	11
Upper Nicholsons	10	61	33	200	8	56
Lower Nicholsons						
Clowes	17	108	59	353	13	98
Kilmarnock	17	110	60	357	14	100
Edmunds	17	108	59	353	13	99
Old Slys	11	69	37	225	9	63
Detached	4	28	15	91	3	25
Poonamalie	18	113	61	368	14	103
Beveridges	5	34	18	110	4	31
Davis	16	99	54	324	12	90
Upper Brewers	12	78	43	255	10	71
Lower Brewers	16	105	57	344	13	96

1987

RIDEAU CANAL

VISITOR SURVEY

Your opinion counts!

Summer, 1987

Dear Rideau Canal Visitor,

I would first like to thank you for agreeing to participate in this survey of lock station visitors. Your answers and those of other visitors will help us to plan for coming seasons and to improve our service to the public.

Although this questionnaire may appear long, it shouldn't take too long to complete. It consists of a number of sections which I would hope you would complete and drop off at the lockmaster's office, or return directly to the interviewer, before you leave today. Of course, all your answers will be kept strictly confidential, and once we have entered them onto our computer, your answers will no longer be associated with your name.

Completion of the questionnaire is voluntary; by doing so you will be making an important contribution to the future of the waterway and letting us know about your needs and preferences and your use of the waterway. Before beginning, please read through the instructions on the opposite page.

Once again, thank you for your help, and have a pleasant summer!

Sincerely,

J. W. A. Bonser

John Bonser,
Superintendent,
Rideau Canal

GENERAL INSTRUCTIONS

1. Please complete this questionnaire at, or as close as possible, to the end of your lock station visit.

2. Please answer the questions in Section 1 about today's visit to this particular lock station.

   Section 2 is about the outing your lock station visit is part of. This outing could be a day outing, an overnight trip, or even a trip of two nights or longer.

   If you are travelling with other people and are unsure of an answer to a question in the first two sections, ask another member of your travel party to help out.

3. The rest of the booklet is about your experiences and your opinions about the canal. Because we are interested in **your** attitudes and preferences, please complete this section **on your own.**

4. Please answer every question, even if it is only to say that you did not, or never do something. That information is just as important as what you actually did.

5. Some questions may require more than one "X" to be answered fully. Other questions, however, ask for only one answer. For those questions, please "X" one answer only.

6. When you have completed this booklet, please check to see that you have answered every question that applies to you.

7. We would prefer it if you would return the completed questionnaire **before you leave this lock station today,** either by placing it in the box provided at the lockmaster's office or by returning it to the interviewer. If this is not possible, however, please mail it in the postage paid envelope that has been provided.

8. If you have any questions or comments about this survey, please contact:

Bob Liepa
Market Facts of Canada Limited
77 Bloor Street West
Toronto, Ontario
M5S 3A4
(416) 964-6262

SECTION 1 Lock Station. ________________ 5- 6-

ABOUT YOUR LOCK STATION VISIT

This first section is about your visit to the lock station shown above on the day you got this booklet

1. Is your visit to this lock station on a ... ("X" ONE ONLY)

weekday ----------- ( ) 1 -7
weekend ----------- ( ) 2
Or statutory holiday - ( ) 3

2a) Is your visit to this lock station today part of an organized group tour? ("X" ONE ONLY)

Yes ----- ( )1 -8
No ------ ( )2 → GO TO QU.5a

2b) Are you part of ... ("X" ONE ONLY)

a non-profit group ------ ( )1 -9
Or a commercial tour group - ( )2 → GO TO QU.3a

2c) Which one of the following **best** describes your group? ("X" ONE ONLY)

Seniors --------------------- ( )1 -10
School group ---------------- ( )2
Youth organization ---------- ( )3
Service club ---------------- ( )4
Church/religious group ------ ( )5
Other ----------------------- ( )6

3a) What was the original starting point of your group tour? (WRITE IN)

________ City/town ________ Prov./state ________ Country 11- 12- 13-

3b) How many stops are planned on your group tour? ("X" ONE ONLY)

Only this one stop ---------- ( )1 -14 → GO TO QU.4
Two ------------------------- ( )2
Three ----------------------- ( )3
Four ------------------------ ( )4
Five or more ---------------- ( )5

3c) At what stop on your group tour did you or do you think you will spend the most time? ("X" ONE ONLY)

Natural landmark (e.g. water fall, cave, scenic view) --- ( )1 -15
Museum ---------------------- ( )2
Historic site or building --- ( )3
Lock station ---------------- ( )4
Art gallery ----------------- ( )5
Other (PLEASE DESCRIBE)

____

____

#A493-R

4. Including yourself, how many people are on the group tour? ("X" ONE ONLY)

1 - 5 ------------- ( )1 -16
6 - 10 ------------ ( )2
11 - 20 ----------- ( )3
21 - 50 ----------- ( )4
More than 50 ------ ( )5

Now answer the remaining questions based on your immediate travelling party, not all the people on the tour.

5a) **Including yourself**, how many people are in your immediate travel party? (PLEASE WRITE IN)

☐☐
17 18

5b) **Including yourself**, how many people in your immediate party are ... (PLEASE WRITE IN NUMBER FOR EACH)

	Male	**Female**
11 years of age or younger ------	☐ -19	☐ -27
12 to 17 years of age -----------	☐ -20	☐ -28
18 to 34 years of age -----------	☐ -21	☐ -29
35 to 49 years of age -----------	☐ -22	☐ -30
50 to 64 years of age -----------	☐ -23	☐ -31
65 years or over ----------------	☐ -24	☐ -32

TOTAL MALES ☐☐ 25 26 **TOTAL FEMALES** ☐☐ 33 34 → **TWO TOTALS SHOULD EQUAL YOUR ANSWER IN QU.5a**

5c) Are you visiting this lock station ... ("X" ONE ONLY)

by yourself ---------------------- ( )1 -35
with family only ----------------- ( )2
with friends only ---------------- ( )3
with both family and friends ----- ( )4
other (PLEASE DESCRIBE)________________________________

5d) Do you live within a 15 minute drive of this lock station? ("X" ONE ONLY)

Yes, all year round ---------------- ( )1 -36
Yes, at a cottage or seasonal home - ( )2
No --------------------------------- ( )3

5e) Do you consider yourself to be a "local" resident of this lock station area? ("X" ONE ONLY)

Yes, all year round ---------------- ( )1 -37
Yes, at a cottage or seasonal home - ( )2
No --------------------------------- ( )3

5f) Does everyone in your party visiting this lock station live in the same city or town? -39
("X" ONE ONLY) -40

Yes ----- ( )1 -38 → (WRITE IN NAME) -41

City/town　Prov./state　Country -42

-43

No ------ ( )2 → (WRITE IN NAMES) -44

City/town　Prov./state　Country -45

-46

-47

City/town　Prov./state　Country -48

-49

City/town　Prov./state　Country -50

6. Including today, approximately how many times in total have you ever visited this lock station? (PLEASE WRITE IN NUMBER OF TIMES)

☐☐ times
51 52

7a) In total, how long did you or will you spend at this lock station today? (PLEASE WRITE IN HOURS AND MINUTES)

☐☐ hours　☐☐ minutes
53 54　55 56

7b) Some people visit this lock station, leave and then return a few minutes or a few hours later in the day. Altogether, how many times have you visited or do you plan to visit this lock station today? (WRITE IN NUMBER)

☐☐ times
57 58

8. Apart from when you received this questionnaire, did you stop anywhere in this lock station even if it was for just a moment? ("X" ONE ONLY)

Yes ----- ( )1 -59
No ------ ( )2 → GO TO SECTION 2

9. When did you decide to visit this lock station? ("X" ONE ONLY)

Spur of the moment when passing by -- ( )1 -60

Same day as visit ------------------- ( )2
Day before visit -------------------- ( )3
Two to six days before visit -------- ( )4

One to two weeks before visit ------- ( )5
Over two weeks before visit --------- ( )6

10. Which of the following services and facilities, if any, did you use while visiting this lock station today? ("X" AS MANY AS APPLY) (Please note that all these services and facilities may not be available at the particular lock station you're visiting today)

Washroom ---------------------------- ( )1 -61
Picnic table ------------------------ ( )2
Barbecue ---------------------------- ( )3
Walking path ------------------------ ( )4

Garbage can ------------------------- ( )5
Lockmaster's office ----------------- ( )6
Public telephone -------------------- ( )7
Outdoor exhibit/display ------------- ( )8

Indoor exhibit/display -------------- ( )9
Drinking water ---------------------- ( )1 -62
Information brochures --------------- ( )2
Interpretive talk or demonstration ---- ( )3

On-site direction signs to facilities - ( )4
Bench ------------------------------- ( )5
Parking facilities ------------------ ( )6
Facilities for the disabled --------- ( )7

None of the above ------------------- ( )8

11. Which of the following did you **do** while visiting this lock station today? ("X" AS MANY AS APPLY)

	Qu.11 Activities	Qu.12 One Main reason
Fishing ----------------------------------	( )1 -63	( )1 -66
Watching boats going through the lock -----	( )2	( )2
Cycling ----------------------------------	( )3	( )3
Swimming ----------------------------------	( )4	( )4
Scuba diving/snorkeling -------------------	( )5	( )5
Field sports (e.g. soccer, baseball, etc.)-	( )6	( )6
Picnicking --------------------------------	( )7	( )7
Walking/hiking ----------------------------	( )8	( )8
Looking at nature -------------------------	( )9	( )9
Sightseeing -------------------------------	( )1 -64	( )1 -67
Going on boat tours -----------------------	( )2	( )2
Sunbathing --------------------------------	( )3	( )3
Visiting exhibits, museums, or attending an interpretive talk ------------------------	( )4	( )4
Visiting historic features ----------------	( )5	( )5
Being with friends or relatives -----------	( )6	( )6
Learning about the canal ------------------	( )7	( )7
Attending a special event/festival --------	( )8	( )8
Other (PLEASE DESCRIBE) ______________		______________
None of the above -------------------------	( )9	______________
	-65	-68

79-0
80-2

12. Which **one** of these was the **main reason** for your visit? ("X" ONE ONLY)

Cd 3

13a) How **satisfied** are you with each of the following at this lock station? ("X" ONE FOR EACH)

	Very satisfied	Somewhat satisfied	Not very satisfied	Not at all satisfied	Not applic-able/no opinion
Availability of picnic tables --------	( )1	( )2	( )3	( )4	( )5 -5
Cleanliness of picnic areas ----------	( )1	( )2	( )3	( )4	( )5
Facilities provided in the washrooms -	( )1	( )2	( )3	( )4	( )5
Cleanliness of washrooms -------------	( )1	( )2	( )3	( )4	( )5
Availability of barbecues ------------	( )1	( )2	( )3	( )4	( )5 -9
Condition of trails and walking paths-	( )1	( )2	( )3	( )4	( )5
Helpfulness of canal staff -----------	( )1	( )2	( )3	( )4	( )5
Ease of identifying canal staff ------	( )1	( )2	( )3	( )4	( )5
Quality of parking facilities --------	( )1	( )2	( )3	( )4	( )5
Availability of parking --------------	( )1	( )2	( )3	( )4	( )5 -14
Appearance of lock stations, buildings and grounds ---------------	( )1	( )2	( )3	( )4	( )5
Visitor safety -----------------------	( )1	( )2	( )3	( )4	( )5 -16
Availability of facilities for the disabled ----------------------------	( )1	( )2	( )3	( )4	( )5
Availability of benches --------------	( )1	( )2	( )3	( )4	( )5
Highway/road direction signs ---------	( )1	( )2	( )3	( )4	( )5 -19

13b) Overall, how satisfied are you with the services and facilities provided at this lock station? ("X" ONE ONLY)

Very satisfied ------------ ( )1 -20

Somewhat satisfied -------- ( )2

Not very satisfied -------- ( )3

Not at all satisfied ------ ( )4

14a) Would you describe your visit to this lock station today as ... ("X" ONE ONLY)

very enjoyable ------------ ( )1 -21

somewhat enjoyable -------- ( )2

not very enjoyable -------- ( )3

Or not at all enjoyable ------ ( )4

14b) How likely is it that you will visit this or any other lock station on the Rideau Canal again? ("X" ONE ONLY)

Very likely ---------- ( )1 -22

Somewhat likely ------ ( )2

Not very likely ------ ( )3

Not at all likely ---- ( )4

15a) Between leaving home and returning home, is this visit to the lock station your only destination?

Yes ----- ( )1 -23 → GO TO QU.16

No ------ ( )2

15b) Between leaving home and returning home, is this visit your main destination?

Yes ----- ( )1 -24

No ------ ( )2

16. Do you consider yourself to be ... ("X" ONE ONLY)

A visitor to this lock station ------------- ( )1 -25

Or A person just passing through, using the lock station as a way to get from one point to another -------------------------- ( )2

SECTION 2

ABOUT YOUR OUTING OR TRIP

This section of the questionnaire is about the outing or trip you are on, that is, the outing or trip which your lock station visit is a part of. This outing could be a day outing, an overnight trip, or even a trip of two nights or longer.

1. During this outing or trip what is your **one main** form of transportation? ("X" ONE ONLY)

Car, truck or van ---------------- ( )1 -26
Motorcycle ----------------------- ( )2
Bus ------------------------------ ( )3
Bicycle -------------------------- ( )4
On foot -------------------------- ( )5

Other (PLEASE DESCRIBE) ____________________

2a) In total, how many **nights** do you plan to spend away from home on this outing or trip?

None -------------- ( )0 → GO TO QU.3

OR (WRITE IN NUMBER) - ☐☐ nights
27 28

2b) While on this outing or trip are you staying overnight at a ... ("X" AS MANY AS APPLY)

year round residence (belonging to self, friend or family) ------------------------ ( )1 -29
seasonal cottage (belonging to self, friend or family) ------------------------ ( )2
university or college residence ------------ ( )3
rented cottage or cabin -------------------- ( )4
hotel/motel/lodge -------------------------- ( )5
campground or trailer park ----------------- ( )6

Other (PLEASE DESCRIBE) ____________________

3. On this outing or trip, how many **other** lock stations on the Rideau Canal have you visited or plan to visit?

No others --------- ( )0

Or (WRITE IN NUMBER) ☐☐ → Names or locations of other locks visited:
30 31

1. ____________________ -32 -33
2. ____________________ -34 -35
3. ____________________ -36 -37

4. On this outing or trip which of the following services and facilities in the area directly around this lock station did you use or plan to use? ("X" AS MANY AS APPLY)

Campgrounds ------------------------- ( )1 -38
Hotels/motels/lodges ---------------- ( )2
Boat rental ------------------------- ( )3
Restaurants ------------------------- ( )4
Snack bars -------------------------- ( )5
Grocery or variety store ------------ ( )6
Souvenir or gift shop --------------- ( )7
Recreational/sporting equipment shop - ( )8
Movie and/or live theatre ----------- ( )9 -39
Museums and galleries --------------- ( )1
Gas stations ------------------------ ( )2
Boat tours -------------------------- ( )3
Guided walking tours ---------------- ( )4

Other (PLEASE DESCRIBE) ____________________

#A493-R

5. Away from the lock station, which of the following activities did you take part in or plan to take part in on this outing or trip? ("X" AS MANY AS APPLY)

Fishing -------------------------------- ( )1 -40
Water skiing -------------------------- ( )2
Wind surfing -------------------------- ( )3
Swimming ------------------------------ ( )4
Scuba diving/snorkeling --------------- ( )5
Field sports (e.g. soccer, baseball, etc.) ---------------------- ( )6
Picnicking ---------------------------- ( )7
Walking/hiking ------------------------ ( )8
Boat tours ---------------------------- ( )9
Looking at nature --------------------- ( )1 -41
Sightseeing --------------------------- ( )2
Sunbathing ---------------------------- ( )3
Shopping ------------------------------ ( )4
Visiting attractions/sights e.g. museums, amusement parks, theatre, etc. ------- ( )5
Camping ------------------------------- ( )6
Being with friends or relatives ------- ( )7
Learning about the canal -------------- ( )8

Other (PLEASE DESCRIBE)________________________________ -42

____

6. Listed below is a number of things on which someone could spend money while on an outing or trip in the area. For each of these things please estimate how much, in total, you and the other members of your party will spend on this outing. If you're not sure of the actual amounts, please estimate. Please show all figures in Canadian dollars, and include all expenditures by cash, credit card or personal cheque. (PLEASE WRITE IN AMOUNT ROUNDED TO THE NEAREST DOLLAR)

Meals and refreshments -------------------	$ ☐☐☐☐	43-46
Accommodation ----------------------------	$ ☐☐☐☐	47-50
Gasoline ---------------------------------	$ ☐☐☐☐	51-54
Vehicle maintenance and repair -----------	$ ☐☐☐☐	55-58
Transportation (bus, train, boat rental, etc.) ----------------------------	$ ☐☐☐☐	59-62
Recreation/entertainment -----------------	$ ☐☐☐☐	63-66
Souvenirs or gifts -----------------------	$ ☐☐☐☐	67-70
Any other expenses -----------------------	$ ☐☐☐☐	71-74
TOTAL	$ ☐☐☐☐	75-78

79-0
80-3

#A493-R

SECTION 3

ABOUT THE CANAL ITSELF

This section of the questionnaire is about your experiences at the lock stations along the Rideau Canal and your impressions of them. Since it is your opinions that are important, please complete this section on your own without the help of any other people.

To begin, please write in the boxes below the number of occasions you visit lock stations on the Rideau Canal. Please answer Questions 1 and 2 about:

a) **Last year (1986)**

b) **This year (1987)** - please include visits you have already made and visits you will be making later in the season.

c) **Next year (1988)** - please estimate as best you can the number and types of visits you will take in 1988.

Cd 4

PLEASE INCLUDE ONLY LOCK STATION VISITS BY LAND, AND NOT BY BOAT

1. On how many occasions did you/will you visit a lock station ... (PLEASE WRITE IN)

	a) Last year 1986	**b)** This year 1987	**c)** Next year 1988
before June 26	☐☐ 5 6	☐☐ 13 14	☐☐ 21 22
June 26 to Labour Day inclusive	☐☐ 7 8	☐☐ 15 16	☐☐ 23 24
after the Labour Day weekend	☐☐ 9 10	☐☐ 17 18	☐☐ 25 26
TOTAL	☐☐ 11 12	☐☐ 19 20	☐☐ 27 28

2. How many of these occasions were/will be part of ... (PLEASE WRITE IN)

day outings	☐☐ 29 30	☐☐ 37 38	☐☐ 45 46
overnight trips	☐☐ 31 32	☐☐ 39 40	☐☐ 47 48
trips of two nights or longer	☐☐ 33 34	☐☐ 41 42	☐☐ 49 50
TOTAL	☐☐ 35 36	☐☐ 43 44	☐☐ 51 52

FOR EACH YEAR, PLEASE CHECK TO MAKE SURE THAT THE VISITS IN QUESTIONS 1 AND 2 ADD UP TO THE SAME TOTALS.

3a) Which of the following have you **ever** used while visiting a lock station along the Rideau Canal? ("X" AS MANY AS APPLY)

Washroom	( )1	-53
Picnic table	( )2	
Barbecue	( )3	
Walking path	( )4	
Garbage can	( )5	
Lockmaster's office	( )6	
Public telephone	( )7	
Outdoor exhibit/display	( )8	
Indoor exhibit/display	( )9	
Drinking water	( )1	-54
Information brochures	( )2	
Interpretive talk or demonstration	( )3	
On-site direction signs to facilities	( )4	
Bench	( )5	
Parking facilities	( )6	
Facilities for the disabled	( )7	
None of the above	( )8	

3b) How **important** is it to you and your enjoyment of the lock stations along the Rideau Canal that the following be provided? ("X" ONE FOR EACH)

	Very important	Somewhat important	Not important	No opinion	
Washrooms	( )1	( )2	( )3	( )4	-55
Picnic tables	( )1	( )2	( )3	( )4	
Barbecues	( )1	( )2	( )3	( )4	
Walking paths	( )1	( )2	( )3	( )4	-58
Garbage cans	( )1	( )2	( )3	( )4	
Lockmaster's office	( )1	( )2	( )3	( )4	
Public telephones	( )1	( )2	( )3	( )4	-61
Outdoor exhibits/displays	( )1	( )2	( )3	( )4	
Indoor exhibits/displays	( )1	( )2	( )3	( )4	
Drinking water	( )1	( )2	( )3	( )4	-64
Information brochures	( )1	( )2	( )3	( )4	
Interpretive talk or demonstration	( )1	( )2	( )3	( )4	
On-site direction signs to facilities	( )1	( )2	( )3	( )4	-67
Benches	( )1	( )2	( )3	( )4	
Parking facilities	( )1	( )2	( )3	( )4	
Facilities for the disabled	( )1	( )2	( )3	( )4	-70

3c) Are there any **other** services or facilities that are **not** available at lock stations that you feel should be available? If so, please describe them.

1. ______________________________ 71 72
2. ______________________________
3. ______________________________
4. ______________________________

79-0
80-4

Cd 5

4. Which **three** of the following are **most important** to you when visiting lock stations on the canal? ("X" THREE ONLY)

Getting away from demands at home ---- ( )1 -5
Reliving past good times ------------- ( )2
Visiting places that are important in history -------------------------- ( )3
Doing nothing at all ----------------- ( )4
Finding thrills and excitement ------- ( )5
Experiencing a simpler lifestyle ----- ( )6
Being together as a family ----------- ( )7
Being with friends and relatives ----- ( )8
Going somewhere I've never been before ( )9
Being physically active -------------- ( )1 -6
Enjoying nature or a natural setting - ( )2
Physical rest ------------------------ ( )3
Visiting historic settings ----------- ( )4
Mental relaxation -------------------- ( )5
Learning something new --------------- ( )6
Meeting people with similar interests- ( )7
Partying ----------------------------- ( )8
-7

5a) In the region along the canal, which of the following services and facilities have you **ever** used on **any** visit to a lock station? ("X" AS MANY AS APPLY)

Campground ----------------------- ( )1 -8
Hotel/motel/lodge ---------------- ( )2
Boat rental ---------------------- ( )3
Restaurant ----------------------- ( )4
Snack bar ------------------------ ( )5
Grocery or variety store --------- ( )6
Souvenir or gift shop ------------ ( )7
Recreational/sporting equipment shop ---------------------------- ( )8
Movie and/or live theatre -------- ( )9
Museum and/or gallery ------------ ( )1 -9

Other services/facilities used (PLEASE DESCRIBE)

____

____

None ----------------------------- ( )9 -10

5b) Thinking about the services and facilities provided **away from** lock stations but still in the area along the canal, please "X" one box for each item listed below to show whether you think there are **too many**, **the right number** or **too few** near the lock stations along the canal. ("X" ONE FOR EACH)

	Too many	The right number	Too few	No opinion
Campgrounds ----------------------	( )1	( )2	( )3	( )4 -11
Hotels/motels/lodges -------------	( )1	( )2	( )3	( )4
Boat rental ----------------------	( )1	( )2	( )3	( )4
Restaurants ----------------------	( )1	( )2	( )3	( )4 -14
Snack bars -----------------------	( )1	( )2	( )3	( )4
Grocery or variety store ---------	( )1	( )2	( )3	( )4
Souvenir or gift shop ------------	( )1	( )2	( )3	( )4
Recreational/sporting equipment shop ----------------------------	( )1	( )2	( )3	( )4 -18
Movies and/or live theatre -------	( )1	( )2	( )3	( )4
Museums and galleries ------------	( )1	( )2	( )3	( )4
Gas stations ---------------------	( )1	( )2	( )3	( )4 -21

6a) How did you first learn about the lock stations along the Rideau Canal? ("X" ONE ONLY)

Live in the area -------------------- ( )1 -22
Have cottage in the area ------------ ( )2
From friends/relatives -------------- ( )3
Magazines --------------------------- ( )4
Television -------------------------- ( )5
Radio ------------------------------- ( )6
Newspapers -------------------------- ( )7
Pamphlets or brochures -------------- ( )8
In school --------------------------- ( )9
Travel agent ------------------------ ( )1 -23
Tourist information office ---------- ( )2
Telephoned or wrote to Canal directly --------------------------- ( )3
Previous trip to area --------------- ( )4
Roadside view/just passing by ------- ( )5
Signs along road -------------------- ( )6
Boat shows/trade shows -------------- ( )7
Boating clubs ----------------------- ( )8
Other (PLEASE DESCRIBE)________________________________ -24

6b) Please "X" one box for each of the following to show **how satisfied** you are with the following **information** provided at lock stations on the Rideau Canal? ("X" ONE FOR EACH)

	Very satisfied	Somewhat satisfied	Not very satisfied	Not at all satisfied	No opinion/ not available
Indoor displays and exhibits ---	( )1	( )2	( )3	( )4	( )5 -25
Outdoor displays and exhibits --	( )1	( )2	( )3	( )4	( )5
Film/slide shows ---------------	( )1	( )2	( )3	( )4	( )5
Information brochures ----------	( )1	( )2	( )3	( )4	( )5 -28
On-site direction signs to facilities ---------------------	( )1	( )2	( )3	( )4	( )5
The informativeness of Canal staff --------------------------	( )1	( )2	( )3	( )4	( )5 -30

6c) **Overall**, how satisfied are you with the information that is available about the Rideau Canal? ("X" ONE ONLY)

Very satisfied ------- ( )1 -31
Somewhat satisfied --- ( )2
Not very satisfied --- ( )3
Not at all satisfied - ( )4

6d) Listed below are some types of information that visitors may want to know about the canal. For each, please "X" one box to show how **interested** you are in knowing more about that aspect of the canal. ("X" ONE FOR EACH)

	Very interested	Somewhat interested	Not interested	
History of the canal -----------------------------	( )1	( )2	( )3	-32
Lock operation/how the locks work ----------------	( )1	( )2	( )3	
Attractions/points of interest along the canal----	( )1	( )2	( )3	
Locations of natural features along the canal ----	( )1	( )2	( )3	-35
Hotels/motels/campgrounds along the canal --------	( )1	( )2	( )3	
Location of marinas/boat services ----------------	( )1	( )2	( )3	
Services/facilities offered at lock stations -----	( )1	( )2	( )3	
The "Rideau Waterway Coordinating Association" ---	( )1	( )2	( )3	-39
National parks, national historic parks and sites, and heritage waterways --------------------------	( )1	( )2	( )3	
Locations of lock stations along the Rideau Canal-	( )1	( )2	( )3	
Natural environment of the Rideau Canal ----------	( )1	( )2	( )3	-42
Other (PLEASE DESCRIBE)________________________				-43

7a) Which one of the following on-site ways of presenting information and orientation about the canal would you like best? ("X" ONE ONLY)

	Qu.7a Like best		Qu.7b Like least		Qu.7c Like best	
Brochures/pamphlets -----------------	( )1	-44	( )1	-45	( )1	-46
Exhibits/displays -------------------	( )2		( )2		( )2	
Talks/presentations/demonstrations --	( )3		( )3		( )3	
Film/slide shows --------------------	( )4		( )4		( )4	
Other (PLEASE DESCRIBE)	________		________		________	
None --------------------------------	( )7		( )7		( )7	

7b) And which one would you like least? ("X" ONE ONLY)

7c) Which one on-site way of interpreting the heritage of the canal would you like best? ("X" ONE ONLY)

8a) Please "X" one box for each of the following to show how much you agree or disagree with each statement. ("X" ONE FOR EACH)

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	No opinion
Personal contact with canal staff is an important part of a lock station visit	( )1	( )2	( )3	( )4	( )5 -47
The locks on the canal are safe for sightseeing	( )1	( )2	( )3	( )4	( )5
The Rideau Canal should do more to preserve the natural environment of the canal	( )1	( )2	( )3	( )4	( )5
The Rideau Canal should do more to preserve the historic character of the canal	( )1	( )2	( )3	( )4	( )5
I am familiar with the locations of the lock stations along the canal	( )1	( )2	( )3	( )4	( )5 -51
There should be more variety in the recreational and educational facilities and services provided at lock stations	( )1	( )2	( )3	( )4	( )5
Hiking trails through wooded areas are not necessary at lock stations	( )1	( )2	( )3	( )4	( )5 -53
Natural shoreline vegetation (cattails, wetlands, shrubs or trees) is the best way to prevent bank erosion and preserve fish and wildlife habitat along the canal	( )1	( )2	( )3	( )4	( )5
The Rideau Canal is one of the more important historic resources in Canada	( )1	( )2	( )3	( )4	( )5
I am aware of the major sights and facilities offered along the Rideau Canal	( )1	( )2	( )3	( )4	( )5 -56

8b) Compared with before you visited this lock station to-day, how much more do you feel you now know about ...

	A lot more	A fair bit more	Slightly more	As much as before
the history of the Rideau Canal	( )1	( )2	( )3	( )4 -57
how the locks work	( )1	( )2	( )3	( )4 -58

9a) **Before** this visit to the Rideau Canal, had you **ever** visited the canal before?

Yes ----- ( )1 -59
No ------ ( )2

9b) Have you **ever** visited the Trent-Severn Waterway?

Yes ----- ( )1 -60
No ------ ( )2

10a) Have you ever been on a boat going through a lock station along the Rideau Canal or Trent-Severn Waterway?

Yes ----- ( )1 -61
No ------ ( )2

10b) Within the next 2 years, do you **expect** to go through any lock stations along the Rideau Canal or Trent-Severn Waterway in a boat?

Yes ----- ( )1 -62
No ------ ( )2

11. As far as you know, which of the following agencies are responsible for the **management** and **operation** of the Rideau Canal? ("X" AS MANY AS APPLY)

Environment Canada, Parks --------- ( )1 -63
Ministry of Natural Resources ---- ( )2
National Capital Commission ------ ( )3
Ontario Ministry of the Environment ---------------------- ( )4
Parks Canada --------------------- ( )5
Tourism Canada ------------------- ( )6
Transport Canada ----------------- ( )7

Other (PLEASE DESCRIBE) ______________________________
Don't know ----------------------- ( )9 -64

SECTION 4

ABOUT YOU

Your answers in this section will allow us to group your answers with those of other lock station visitors taking part in this study. Remember, all the information you give us is confidential.

1. **Age:**

16 or 17 years ---- ( )1 *-65*
18 to 34 years ---- ( )2
35 to 49 years ---- ( )3
50 to 64 years ---- ( )4
65 years or over -- ( )5

2. **Sex:** Male ---- ( )1 Female -- ( )2 *-66*

3. **Highest level of eduction reached:** ("X" ONE ONLY)

Elementary or grade school ------------------ ( )1 *-67*
High school -------------------------------- ( )2
CEGEP -------------------------------------- ( )3
Community college/technical/trade school --- ( )4
College/university ------------------------- ( )5
Post-graduate studies ---------------------- ( )6

Other (PLEASE DESCRIBE) ______________________

4. **Occupation:** ("X" ONE ONLY)

Business executive or manager -------------- ( )1 *-68*
Factory worker ----------------------------- ( )2
Farmer ------------------------------------- ( )3
Homemaker ---------------------------------- ( )4
Office worker/clerical --------------------- ( )5
Professional ------------------------------- ( )6
Retired ------------------------------------ ( )7
Sales person ------------------------------- ( )8
Student ------------------------------------ ( )9
Tradesperson (electrician/plumber, etc.) --- ( )1 *-69*
Unemployed --------------------------------- ( )2

Other (PLEASE DESCRIBE) ______________________

5a) **Language you speak most often at home:** ("X" ONE ONLY)

French -- ( )1 English -- ( )2 Other (WRITE IN) ____________ *-70*

5b) **Total household income before taxes for 1986:** ("X" ONE ONLY)

Under $20,000 ---------- ( )1 *-71*
$20,000 - $29,999 ------ ( )2
$30,000 - $39,999 ------ ( )3
$40,000 - $49,999 ------ ( )4
$50,000 - $59,999 ------ ( )5
$60,000 or over -------- ( )6

5c) Is the above in ...

Canadian dollars ------- ( )1 *-72*
U.S. dollars ----------- ( )2
Other ------------------ ( )3

6. In the past 12 months which of the following have you visited in Canada? ("X" AS MANY AS APPLY)

A conservation area -------------- ( )1 *-73*
A provincial park ---------------- ( )2
A national park ------------------ ( )3
A provincial historic site/park -- ( )4
A national historic site/park ---- ( )5
A museum ------------------------- ( )6
The Trent-Severn Waterway -------- ( )7
Other heritage waterways --------- ( )8

None of these -------------------- ( )9 *-74*
Don't know ----------------------- ( )1

77-1
78-2
79-0
80-5

SECTION 5

AND FINALLY ...

1. To-day, which of the following did you visit at the Ottawa locks? ("X" AS MANY AS APPLY)

	Qu.1	Qu.2					
	Visited or used	Not aware	Not interested	No time	Not open	Already visited	Other
Bytown Museum ----	( )1 -5	( )1	( )2	( )3	( )4	( )5	( )6 -6
Rideau Canal Builders Exhibit-	( )2	( )1	( )2	( )3	( )4	( )5	( )6 -7
None of the above-	( )3						

2. For any of the above that you did **not** visit, please indicate why not.

3. **How important** is it to you and your enjoyment of the Ottawa locks that the following be provided? ("X" ONE FOR EACH)

	Very important	Somewhat important	Not important	No opinion
An outdoor exhibit to explain the locking procedure -------------------	( )1	( )2	( )3	( )4 -8
On-site talks or guided tours about the locks and how they operate ------	( )1	( )2	( )3	( )4 -9
Exhibits about the rest of the Rideau Canal ------------------------------	( )1	( )2	( )3	( )4 -10
More information brochures -----------	( )1	( )2	( )3	( )4 -11

Other (PLEASE DESCRIBE)______________ -12

____

4. **Overall, how satisfied are you with how easy it is to reach the Ottawa lock station?** ("X" ONE ONLY)

Very satisfied --------- ( )1 -13
Somewhat satisfied ----- ( )2
Not very satisfied ----- ( )3
Not at all satisfied --- ( )4

5. How did you learn about the Ottawa locks? ("X" ONE ONLY)

Live in the area --------------------- ( )1 -14
Have cottage in the area -------------- ( )2
From friends/relatives ---------------- ( )3
Magazines ----------------------------- ( )4

Television ---------------------------- ( )5
Radio --------------------------------- ( )6
Newspapers ---------------------------- ( )7
Pamphlets or brochures ---------------- ( )8
In school ----------------------------- ( )9

Travel agent -------------------------- ( )1 -15
Tourist information office ------------ ( )2
From going on a boat tour ------------- ( )3
Telephoned or wrote to Canal directly - ( )4

Previous trip to area ----------------- ( )5
Roadside view/just passing by --------- ( )6
Signs along road ---------------------- ( )7
Boat shows/trade shows ---------------- ( )8
Boating clubs ------------------------- ( )9

Other (PLEASE DESCRIBE)______________________________ -16 79-1 80-1

#A493

SECTION 5

AND FINALLY ...

1. To-day, which of the following did you visit or use at Smith Falls lock station? ("X" AS MANY AS APPLY)

	Qu.1	Qu.2					
	Visited or used	Not aware	Not interested	No time	Not open	Already visited	Other
Visitor Centre	( )1^{-5}	( )1	( )2	( )3	( )4	( )5	( )6^{-6}
Rideau Waterway Coordinating Association sales and information outlet	( )2	( )1	( )2	( )3	( )4	( )5	( )6^{-7}
Trails/paths along the canal	( )3	( )1	( )2	( )3	( )4	( )5	( )6^{-8}
None of the above	( )4						

2. For any of the above that you did not visit or use, please indicate why not.

3. How much would each of the following add to your enjoyment of the Smiths Falls lock station if they were available? ("X" ONE FOR EACH)

	A lot	A little	Not at all
Improved direction signs and exhibits	( )1	( )2	( )3^{-9}
A museum with exhibits highlighting facilities, services, and resources along the Rideau Canal	( )1	( )2	( )3^{-10}
Outdoor exhibits showing how the locks work	( )1	( )2	( )3
Access to the abandoned set of locks	( )1	( )2	( )3
On-site exhibits about the abandoned locks	( )1	( )2	( )3
Guided tours	( )1	( )2	( )3^{-14}

4. How important is it to you that the following services or facilities be provided in a visitor centre or museum at Smiths Falls lock station? ("X" ONE FOR EACH)

	Very important	Somewhat important	Not important	No opinion
Information on the highlights, facilities and services along the Rideau Canal	( )1	( )2	( )3	( )4^{-15}
Exhibits about the heritage resources of the Rideau Canal	( )1	( )2	( )3	( )4
Exhibits about the history of this lock station	( )1	( )2	( )3	( )4
Exhibits/models showing how the locks work	( )1	( )2	( )3	( )4^{-18}
Rideau Waterway Coordinating Association Sales and Information Outlet	( )1	( )2	( )3	( )4
Personal contact with the staff	( )1	( )2	( )3	( )4
Information on eastern Ontario and other park and canal sites	( )1	( )2	( )3	( )4
Films/slide shows about the Rideau Canal	( )1	( )2	( )3	( )4^{-22}

5. Which of the following changes, if any, do you think would increase the number of people who visit this lock station? ("X" AS MANY AS APPLY)

Improved direction signs to the lock station in town ------------------------------ ( )1^{-23}
More direction signs at the lock station --- ( )2
More advertising brochures ----------------- ( )3
More on-site exhibits ---------------------- ( )4
More parking close to the site ------------- ( )5
Having all promotions of Smiths Falls include references to the lock station ---- ( )6

None of the above -------------------------- ( )9

6a) If a walking path were to be provided along the canal linking Detached, Combined and Old Sly's lock stations and Heritage House Museum, how interested would you be in using it? A return trip along the canal takes about one hour. ("X" ONE ONLY)

Very interested -------- ( )1^{-24} → GO TO QU.7
Somewhat interested ---- ( )2
Not interested --------- ( )3

6b) Why would you **not** be "very interested" in taking such a walk? ("X" AS MANY AS APPLY)

Already been there ----- ( )1 -25
No time ---------------- ( )2
Too far to walk -------- ( )3
Don't know what's there- ( )4
No particular reason --- ( )5
Other (PLEASE DESCRIBE)______________________________
____

7. When you came to this lock station **today**, did you park in the ... ("X" ONE ONLY)

parking lot beneath the water tower ---------------- ( )1 -26
lock station parking lot ---- ( )2
in downtown Smiths Falls ---- ( )3
on a back street ------------ ( )4
did not drive to the area --- ( )5
Other (PLEASE DESCRIBE)______________________________
____

8. How did you first learn about the Smiths Falls lock station? ("X" ONE ONLY)

Live in the area ---------------------- ( )1 -27
Have cottage in the area -------------- ( )2
From friends/relatives ---------------- ( )3
Magazines ----------------------------- ( )4

Television ---------------------------- ( )5
Radio --------------------------------- ( )6
Newspapers ---------------------------- ( )7
Pamphlets or brochures ---------------- ( )8

In school ----------------------------- ( )9
Travel agent -------------------------- ( )1 -28
Tourist information office ------------ ( )2
Telephoned or wrote to Canal directly - ( )3

Previous trip to area ----------------- ( )4
Roadside view/just passing by --------- ( )5
Signs along road ---------------------- ( )6
Boat shows/trade shows ---------------- ( )7
Boating clubs ------------------------- ( )8

Other (PLEASE DESCRIBE)______________________________ -29

9. Have you ever visited the **Detached Smiths Falls** lock station at the **west end of town**?

Yes ----- ( )1 -30
No ------ ( )2 → GO TO END

10. As you may or may not know the Detached Smiths Falls lock station is beside a major wetland or marsh area. How **interested** would you be in using each of the following to find out more about the wetland area? ("X" ONE FOR EACH)

	Very interested	Somewhat interested	Not interested	
Guided tour (about 1 hour) -----------------	( )1	( )2	( )3	-31
Self-guided trail (taking ½ to 1 hour) -----	( )1	( )2	( )3	
Observation tower --------------------------	( )1	( )2	( )3	-33
Walking path into wildlife watching area (taking 15-20 minutes) --------------------	( )1	( )2	( )3	-34
Canoe rental -------------------------------	( )1	( )2	( )3	
Boat tour (about 1 hour) -------------------	( )1	( )2	( )3	-36

If there are any other comments, suggestions, complaints, compliments, etc. that you would like to make about the Rideau Canal please write them in below.

Before you leave this lock station today, please place this questionnaire in the box at the lockmaster's office ore return it to the interviewer. Otherwise mail it to us in the postage paid envelope provided as soon as possible.

Thank you very much for your help.

Date of visit: 37 38 ☐☐ DAY 39 40 ☐☐ MONTH

79-1
80-4

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200

SECTION 5

AND FINALLY ...

1. **To-day,** which of the following did you visit or use at Jones Falls lock station? ("X" AS MANY AS APPLY)

	Qu.1 Visited or used	Qu.2 Not aware	Not interested	No time	Not open	Already visited	Other
Visitor Centre ---------	( )1^{-5}	( )1	( )2	( )3	( )4	( )5	( )6^{-6}
Blacksmith shop --------	( )2	( )1	( )2	( )3	( )4	( )5	( )6
Defensible lockmaster's house -----------------	( )3	( )1	( )2	( )3	( )4	( )5	( )6
Rideau Waterway Coordinating Association sales and information outlet ----	( )4	( )1	( )2	( )3	( )4	( )5	( )6^{-9}
Stone arch dam ---------	( )5	( )1	( )2	( )3	( )4	( )5	( )6
Hiking trail (not road) around the bay --	( )6	( )1	( )2	( )3	( )4	( )5	( )6
Interpretive staff in period costume -----	( )7	( )1	( )2	( )3	( )4	( )5	( )6^{-12}
None of the above ------	( )8						

2. For any of the above that you did **not** visit or use, please indicate why not.

3. **How important** is it to you and your enjoyment of the Jones Falls lock station that the following be provided? ("X" ONE FOR EACH)

	Very important	Somewhat important	Not important	No opinion
Blacksmith shop ------------------------	( )1	( )2	( )3	( )4^{-13}.
Defensible lockmaster's house --------	( )1	( )2	( )3	( )4
Interpretive staff in period costume -	( )1	( )2	( )3	( )4
More information brochures -----------	( )1	( )2	( )3	( )4
Visitor Centre exhibits --------------	( )1	( )2	( )3	( )4^{-17}
Rideau Waterway Coordinating Association Sales and Information Outlet -	( )1	( )2	( )3	( )4
Guided tours -------------------------	( )1	( )2	( )3	( )4^{-19}

4a) **Overall, how satisfied** are you with the parking facilities available at the Jones Falls lock station? ("X" ONE ONLY)

Very satisfied --------- ( )1^{-20}
Somewhat satisfied ----- ( )2
Not very satisfied ----- ( )3
Not at all satisfied --- ( )4

4b) When you came to this lock station did you park in the ... ("X" ONE ONLY)

main parking lot near the highway ------------ ( )1^{-21}
beside or near Hotel Kenney ------------------ ( )2
small parking lot near lockmaster's office --- ( )3
small parking lot on road to Horseshoe Dam --- ( )4

did not drive here --------------------------- ( )5 → GO TO QU.5a

4c) Why did you park there? ("X" AS MANY AS APPLY)

First place I came to ----------------- ( )1^{-22}
My first choice was full -------------- ( )2
Closest to the part of the lock station I wanted to visit -------------------- ( )3
Where I always park ------------------- ( )4
Not aware of other parking areas ------ ( )5
Can see lock station from here -------- ( )6
Followed someone's directions --------- ( )7

Other (PLEASE DESCRIBE)______________________________-23

____

5. Today, did you take a guided tour of the Jones Falls lock station?

Yes ----- ( )1^{-24}
No ------ ( )2 → GO TO QU.7

6a) For each of the following statements please indicate how much you agree or disagree that they describe the guided tour? ("X" ONE FOR EACH)

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree
Informative ----------------------	( )1	( )2	( )3	( )4^{-25}
Interesting ----------------------	( )1	( )2	( )3	( )4
Well presented -------------------	( )1	( )2	( )3	( )4
Professional ---------------------	( )1	( )2	( )3	( )4^{-28}

6b) Overall, would you say that the guided tour was ... ("X" ONE ONLY)

too long --------------- ( )1^{-29}
just the right length -- ( )2 → GO TO QU.8
Or too short -------------- ( )3

7. Why did you not take a guided tour?

Not aware of it ------------------------ ( )1^{-30}
Already familiar with the lock station- ( )2
Not interested ------------------------- ( )3
Not enough time ------------------------ ( )4
Cost ----------------------------------- ( )5
Not available when I was there -------- ( )6

Other (PLEASE DESCRIBE)______________________

____

8. How did you learn about the Jones Falls lock station? ("X" ONE ONLY)

Live in the area ----------------------- ( )1^{-31}
Have cottage in the area --------------- ( )2
From friends/relatives ----------------- ( )3
Magazines ------------------------------ ( )4
Television ----------------------------- ( )5
Radio ---------------------------------- ( )6
Newspapers ----------------------------- ( )7
Pamphlets or brochures ----------------- ( )8

In school ------------------------------ ( )9
Travel agent --------------------------- ( )1^{-32}
Tourist information office ------------- ( )2
Telephoned or wrote to Canal directly - ( )3
Previous trip to area ------------------ ( )4
Roadside view/just passing by --------- ( )5
Signs along road ----------------------- ( )6
Boat shows/trade shows ----------------- ( )7
Boating clubs -------------------------- ( )8

Other (PLEASE DESCRIBE)______________________________-33

If there are any other comments, suggestions, complaints, compliments, etc. that you would like to make about the Rideau Canal please write them in below.

Before you leave this lock station today, please place this questionnaire in the box at the lockmaster's office ore return it to the interviewer. Otherwise mail it to us in the postage paid envelope provided as soon as possible.

Thank you very much for your help.

Date of visit: 34 ☐ 35 ☐ 36 ☐ 37 ☐
DAY MONTH

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20C

79-1
80-3

№ 15267

SECTION 5

Cd.12

AND FINALLY ...

1. To-day, which of the following did you visit or use at Kingston Mills lock station? ("X" AS MANY AS APPLY)

	Qu.1	Qu.2					
	Visited or used	Not aware	Not interested	No time	Not open	Already visited	Other
Blockhouse -------	( )1 -5	( )1	( )2	( )3	( )4	( )5	( )6 -6
Visitor Centre ---	( )2	( )1	( )2	( )3	( )4	( )5	( )6 -7
Theatre program --	( )3	( )1	( )2	( )3	( )4	( )5	( )6 -8
Rideau Waterway Coordinating Association sales and information outlet ----------	( )4	( )1	( )2	( )3	( )4	( )5	( )6 -9
None of the above-	( )5						

2. For any of the above that you did not visit or use, please indicate why not.

3. How important is it to you and your enjoyment of the Kingston Mills lock station that the following are provided? ("X" ONE FOR EACH)

	Very important	Somewhat important	Not important	No opinion
Blockhouse ---------------------------	( )1	( )2	( )3	( )4 -10
Lockmaster Anglin Visitor Centre -----	( )1	( )2	( )3	( )4 -11
Interpretive staff in period costume (in blockhouse) ---------------------	( )1	( )2	( )3	( )4 -12
Rideau Waterway Coordinating Association sales and information outlet -	( )1	( )2	( )3	( )4 -13
Film program in the theatre ----------	( )1	( )2	( )3	( )4 -14

4. How interested would you be in having the following services and information provided at a renovated visitor centre at Kingston Mills lock station? ("X" ONE FOR EACH)

	Very interested	Somewhat interested	Not interested	No opinion
Exhibits on the history of the Kingston Mills lock station ---------	( )1	( )2	( )3	( )4 -15
Films or slide shows about Kingston Mills lock station ------------------	( )1	( )2	( )3	( )4
Exhibits about other lock stations and highlights along the Rideau Canal ---	( )1	( )2	( )3	( )4
Films or slides shows about the heritage of the Rideau Canal --------	( )1	( )2	( )3	( )4 -18
Films or slide shows highlighting facilities, services and resources along the Rideau Canal --------------	( )1	( )2	( )3	( )4
Staff who provide information on the Rideau Canal -----------------	( )1	( )2	( )3	( )4 -20
Exhibits outlining the visitor services and facilities along the canal ---------------------------	( )1	( )2	( )3	( )4
A selection of information brochures -	( )1	( )2	( )3	( )4 -22

5. How did you learn about the Kingston Mills lock station? ("X" ONE ONLY)

Live in the area ------------------------ ( )1 -23
Have cottage in the area -------------- ( )2
From friends/relatives ---------------- ( )3
Magazines ----------------------------- ( )4
Television ---------------------------- ( )5
Radio --------------------------------- ( )6
Newspapers ---------------------------- ( )7
Pamphlets or brochures ---------------- ( )8
In school ----------------------------- ( )9
Travel agent -------------------------- ( )1 -24
Tourist information office ------------ ( )2
Telephoned or wrote to Canal directly - ( )3
Previous trip to area ----------------- ( )4
Roadside view/just passing by --------- ( )5
Signs along road ---------------------- ( )6
Boat shows/trade shows ---------------- ( )7
Boating clubs ------------------------- ( )8
Other (PLEASE DESCRIBE)________________________ -25

If there are any other comments, suggestions, complaints, compliments, etc. that you would like to make about the Rideau Canal please write them in below.

Before you leave this lock station today, please place this questionnaire in the box at the lockmaster's office or return it to the interviewer. Otherwise mail it to us in the postage paid envelope provided as soon as possible.

Thank you very much for your help.

26 27 28 29
Date of visit: ☐☐ ☐☐
DAY MONTH

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208

79-1
80-2

If there are any other comments, suggestions, compliments, complaints, etc. that you would like to make about the Rideau Canal please write them in below.

Before you leave this lock station today, please place this questionnaire in the box at the lockmaster's office or return it to the interviewer. Otherwise mail it to us in the postage paid envelope provided as soon as possible.

Thank you very much for your help.

Cd 20

	5	6		7	8
Date of visit:	☐	☐		☐	☐
	DAY			MONTH	

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80-0

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